

Coronavirus/Covid-19 safe opening and operation of Caravan and camping site, Reception, Tourist Information office and facilities.

Site Name	Tudor Caravan Park
Prepared On	30/06/2020
Prepared By	Grahame Fairall / Nicky Warren
Persons consulted on the completion of this Risk Assessment.	Please Sign When You Have Read & Understood
Grahame Fairall Owner/Manager	
Robin Fairall Owner/Manager	
Keith Fairall Owner	
Nicky Warren Warden	
Corey Fairall Warden	
Jenny Willey Receptionist	
Martin Dibley Cleaner	
Mary Messenger Cleaner	

HAZARDS.

- A visitor, or member of staff with or carrying Coronavirus coughing or sneezing on another person infecting them directly through close contact, surfaces or objects contaminated with coronavirus and then touching face.
- Touching surfaces or objects with Coronavirus and then touching face.

RISKS.

- Contracting the virus causing illness or death
- Spreading infection to staff, visitors, local community and family.

PEOPLE AT RISK.

- Staff members working in and around the park
- Third parties working or delivering to the park.
- Staff family members
- Park Customers

LOCATION.

- Caravan and camping grounds.
- Park facilities
- Park reception and T.I office

General Control Measures.

All measures identified below will, in combination, contribute to minimise the risks identified to an acceptable level

No.	Description	Yes/No/ Responsible (**STARRED** items to also be verbally communicated with staff)
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1 Team members briefed on the facts regarding the virus from government websites (Appendix 1 of BH&HPA guidance).

Yes (via email)

- 2 A manager (and deputy) or the park owner with understanding and more detailed knowledge of coronavirus identified and trained. Grahame Fairall
- 3 Team members instructed in safe working procedures, such as social distancing and hand sanitising procedures to be followed whilst dealing with customers and other team members. Yes **
- 4 Communications between team members/management established (preferably electronically) to support social distancing measures. Grahame Fairall / Robin Fairall
- 5 All internal/external doors fixed/wedged open where practical to avoid hand contact and maximise ventilation. Yes
- 6 Hand sanitiser to be provided on touch points. Yes
- 7 Site grounds and facilities restricted to authorised guests and personnel. Yes
- 8 Greeting procedure reviewed to ensure social distancing for staff and customers Yes
- 9 Frequent cleaning of hand touch points. Yes
- 10 Regular deep clean of all facilities, reception and office. Yes
- Staff aware to contact G.F/R.F immediately if ANY signs of being unwell and not to attend work. If any member of staff suspects they have contracted Coronavirus they are to take appropriate medical action and inform Management regardless of rest or work days.
- 11 days. All Staff
- 12 Holiday makers required to confirm on check out that no-one has been ill in the accommodation and that the accommodation has been left ventilated. N/A
- 13 Written procedures for ill or vulnerable team members in place and communicated to all team members. Yes **
- 14 Caravan owners and holidaymakers provided with information, guidance and park rules related to Coronavirus prior to arrival on park in line with BH&HPA Guidance: General considerations for reopening holiday parks. BH&HPA guidance (Appendix 3). Anyone (colleagues, visitors, etc.) showing symptoms of coronavirus (fever and/or new dry cough) instructed to self-isolate in accordance with current government guidance. Campmanager Enhancement which sends email with all information 2 days prior to arrival
- 15 Adequate supplies of all personal protective equipment (PPE) in stock. Yes **
- 16 Team members provided with, and instructed in wearing, suitable PPE minimum disposable apron and gloves when cleaning/ Yes
- 17 Access to the park can be adequately controlled e.g. a physical barrier. Yes **
- 18 Park rules re: access, hygiene and social distancing adequately signed around the park. Yes
- 19 Procedures in place for meeting and greeting caravan owners and holidaymakers. Robin Fairall - In Progress
- 20 Any areas of the park that may, when used, compromise the ability to social distance identified and either taken out of use, or, Yes **
- 21 changes made to the way they are used e.g. a one-way system set up. Reception / TI Room / Laundry
- 22 Procedures in place detailing what areas on park will be cleaned/ decontaminated and the frequency. Yes **
- 23 Disposable cloths, mopheads etc in stock to be used for cleaning/ decontamination. Yes
- 24 No social/group activities to be arranged or held on park. (Social distancing of 2m to be maintained at all times.) Yes - Website / Facebook Updates. Information Email Sent On Booking & 2 Days Before Arrival
- 25 Schedule in place for checking essential park infrastructure prior to opening including arrangements for Legionella, electrical and Yes
- 26 Third parties including contractors and suppliers sign-in arranged (including advice to keep a distance of 2m from colleagues, team Grahame Fairall / Robin Fairall
- 27 Customers regularly updated on park measures to best manage the outbreak and the facts regarding coronavirus, from BH&HPA guidance (Appendix 3) and from Government websites. Yes - Website / Facebook Updates. Information Email Sent On Booking & 2 Days Before Arrival
- 28 Hand washing and/or sanitising facilities in close proximity to entrances to, and exits from, buildings still in use. Yes
- 29 Team members who need to have contact with customers or caravan occupants (e.g. reception, essential maintenance or delivering Yes **
- 30 Team members instructed not to share any vehicles as far as possible. If this is unavoidable team members briefed as in BH&HPA Yes **
- 31 Maintenance team members instructed not to work alone in high risk activities. Yes **
- 32 Hand washing/ sanitising facilities scheduled for checks to ensure a continuous supply of soap or hand wash gel of at least 60% Yes
- 33 In buildings still used as a workplace, an area/room identified for team members who become ill whilst at work to be isolated (and Reception Storage Room
- 34 Welfare facilities such as staff rooms/ break areas or food prep areas identified for team members who have been instructed in safe Yes **
- 35 Symptomatic and diagnosed caravan occupants or team members instructed to completely selfisolate (usually at home). Yes - In literature sent to customers / staff
- 36 Adequate number of closed/ lidded bins lined with disposable liners available for disposal of tissues and/ or paper towels. Yes
- 37 Pregnant team members advised to follow guidance from the Royal College of Obstetricians & Gynaecologists on this link. N/A
- 38 Waste from cleaning/ decontamination: instruction that it must be double bagged and staff directed on disposal. Yes **
- 39 Contactless payment in place Yes

Hazard Number	Hazard.	Risk.	Control Measure.	In place? Y/N	Responsible
1	Vehicle and pedestrian access.	High touch point.	Pedestrian gate to remain open during peak times. Hand Sanitiser station by main gate, Frequent daily cleaning of both gates.	Yes	G.F/R.F Duty staff
2	High touch areas such as water points.	Viral spread through high useage.	Regular cleaning of all high touch points.	Yes	R.F/ C.F
3	Reception	High volume of foot fall. Contamination from change-over staff.	All control measures reviewed. Staff working individual shifts. Anti viral spray and clothes provided for cleaning shared equipment. Staff, where possible to have their own equipment. Front desk to be kept clear of any personal items. One customer in Reception at a time. Queue outside. Doorway to be kept clear.	Yes	All Staff. G.F and R.F to enforce.
			Deep clean at close of day.	Yes	

4	Back office	Contamination from staff change over. Refreshment and washing facilities	Staff to bring in own cups for drinks. Anti bacterial soap and washing liquid provided for staff to use. Duty staff to clean washing area after shift.	Yes	All staff
5	Staff facilities	Viral spread through shared toilet facilities	Staff to clean before and after use with anti-viral spray. Deep clean at the end of a staff shift.	Yes	All staff and Duty staff
6	Tourist Information office	Contamination through leaflets being picked up and replaced.	Sign asking visitors to only touch leaflets they are taking. Deep clean at end of day before door is locked.	Yes	Duty Staff R.F & C.F to oversee.
	Customer pitching issues and queries.	Potential for close contact from any staff visits to sort out problems	Staff to be firm regarding social distancing. Hand gel to be taken and used on any touch points	Yes	All staff. G.F and R.F to enforce.
8	Handling payments and cash	Contamination through exchanging money/taking card payments.	Card and contactless to be used where possible. Minimum card payment removed. Contactless to be used where possible. Staff to hand machine to customer to put card in and hand card back using customer receipt. Anti-viral spray to be used between customers	Yes	Duty Staff. G.F to oversee
9	All deliveries.	Viral spread from surfaces	Staff to oversee deliveries from 2m distancing. Thorough hand washing and use of gel after unpacking.	Yes	All Staff.
10	Use of Facilities	Contamination from surfaces	Points 7, 9 and 10 adhered to. Covid advice signs/restrictions for use to be highly visible. Anti-bac products for customer use in all areas. Children to be accompanied at all times into facilities. Daily deep clean with anti viral products. Additional cleaning checks and high touch point sprays to be done.	Yes	M.D. MM. C.F. R.F to oversee.
11	Cleaning facilities	Viral spread from facilities	PPE in place for all staff to use. All staff training to be given in use & disposal of correct PPE	Yes	All staff. R.F and G.F to enforce.
12	Customer pitching	Potential contamination if customers pitch too closely, spread their pitch close to neighbours	Pitching instructions to be reiterated around the site. Ground staff & Duty staff to check & correct where necessary all visitors pitching space.	Yes	C.F and duty staff.
			Tent booking availability halved to ensure large open areas maintained.	Yes	R.F to oversee
13	Rallies	Viral spread through self contained rally gatherings.	Rallies to send a copy of their own covid secure risk assessment. Park Covid regulations to be sent to the rallies. Rally officers to take responsibility for social distancing and maintaining cleanliness if high touch points	Yes	R.F and G.F
14	Footfall on site.	Contamination from additional visitors	Only registered guests permitted on site. Sign to be placed on the entrance gate. Staff to monitor carefully. Social Media and Website to advertise temporary ban of additional visitors.	Yes	All staff. R.F and G.F to over see.
15	Communal Freezer	Viral spread.	New signs on freezer ban any consumables including ice to be in freezer. Frequent daily checks and confiscation of any inappropriate substances.	Yes	M.D, M.M. C.F and N.W R.F to oversee
16	First Aid	Viral transference	Any staff required to offer first aid must maintain social distancing and wear PPE. If this is not feasible then medical services must be called.	Yes	All staff. G.F and R.F to enforce.
17	Moving, emptying & transferring bins.	Surface contamination for staff.	PPE provided. Staff to thoroughly wash hands after contact with site bins	Yes	All staff.