



Knockninny Country House & Marina

The following SOP's have been introduced following the undertaking of a comprehensive a Covid -19 Risk Assessment!

STANDARD OPERATING PROCEDURES (SOP's)

Date : 03/05/2020

Reviewed and Updated: 25/06/2020

Re-opening Date:03/07/2020

SOP1 – Social Distancing –Staff Standard Operating Procedure

SOCIAL DISTANCING - STAFF

- Social distancing protocols that follow Government guidelines must be observed in all areas - 1m or more Social Distancing Rule

- Where this is not possible or where staff operate in small teams, workers must avoid direct physical contact.

Work back to back or side by side. Do not operate in a face to face manner

- Physical distancing signage and floor plans are in place.

- COVID-19 floor and wall signage is prominently displayed outlining the social distancing requirements

- Where possible, separate doors should be used for staff entering and exiting the workplace . Staff MUST enter through the kitchen door.

- Signage is displayed in the Staff Changing Area. Access times are staggered to enable social distancing.

- Where possible staff will work in teams in alternate shifts - if exposure to Covid-19 occurs on one shift, only the team working that shift will be affected

- The workplace is divided into zones – to control the movement between these areas and limit the numbers of people in each area

- All delivery personnel must follow the social distancing guidelines when making deliveries- make arrangements for paperless delivery acceptance where possible

- Social distancing includes refraining from hugging or shaking hands –all staff must adhere to this.

SOP 1A – Social Distancing –Customers Standard Operating Procedure

SOCIAL DISTANCING - CUSTOMERS

- Social distancing protocols that follow Government guidelines must be observed in all areas
- Queue management has been implemented to limit the number of guests gathering –queuing areas are clearly demarcated using floor markers, signage and barrier systems, The number of entrances/exits are minimised.
- Full capacity limits should have been defined in advance and all staff have been made aware with personnel in place to enforce capacity limits
- Communicate procedures and practices to guests in advance, these are noted on our website. if possible, provide signage as well as verbally explaining the social distancing to customers on arrival
- We encourage the use of contactless payment methods
- Where possible, we encourage advance bookings rather than walk-ins and stagger reservation times
- Entrance doors should be propped open where possible, if in line with fire regulations .
- Individuals and family members who wish to be seated together should continue to do so
- Unrelated guests should not congregate in groups.

SOP 2 - Staff Protection Standard Operating Procedure

STAFF PROTECTION

- All staff must complete a 'Return to Work Assessment' to identify possible symptoms, potential exposure, and fever
- Any worker who displays symptoms consistent with COVID-19 must stay away from work, self-isolate and contact their GP by phone
- You must alert your supervisor if anyone else in your household is ill or if they have had any direct contact with someone known or suspected to have coronavirus anywhere else outside of work
- If you become unwell in the workplace with symptoms such as cough, fever, difficulty breathing – report immediately to your line manager
- On arrival at work staff must change into clean, appropriate workplace attire and relevant PPE (if required)
- Uniforms should be washed at 60°C
- Staff must wash their clothes at 60°C after each shift
- Do not bring mobile phones or other personal belongings into the workplace. If you must use a phone, disinfect it with a sanitizing wipe and wash your hands
- Wash your hands thoroughly before commencing work and every 30 minutes (more often if required)
- Use the hand sanitising stations before entering the workplace and throughout the day after washing
- Avoid touching your eyes, nose or mouth
- Do not share objects that touch your mouth for example, pens, bottles, cups. Use disposable drinking cups
- Cover your mouth and nose with a tissue or your sleeve when you cough and sneeze and put used tissues into a sealed bin before washing your hands.
- Clean and disinfect frequently touched objects and surfaces (TOUCHPOINTS)
- Carry out scheduled sanitising of all shared surfaces every 30 minutes
- Do not shake hands
- Staff must familiarise themselves with all wall and floor signage erected throughout the building and follow this guidance
- If deemed necessary, PPE must be worn at all times
- Social distancing protocols that follow Government guidelines must be observed in all

SOP 3 - PPE Standard Operating Procedure

PERSONAL PROTECTIVE EQUIPMENT – PPE

- PPE should only be worn in the event that the risk cannot be managed by other methods.

PPE should always be a last resort.

- Gloves do not provide complete protection against hand contamination and should only be worn if the job dictates - washing and sanitising hands is the most effective way of hand hygiene and protection for staff
- Disposable gloves - Do not wear disposable gloves in place of washing hands.
- If avoiding contact is impractical or not enough to protect employees, gloves may be needed
- Single use gloves should be disposed of appropriately after each interaction
- Wash and sanitise hands after disposing of gloves
- Do not touch other foreign surfaces with the same pair of gloves - change gloves after each task to avoid possible cross contamination
- Do not touch face (eyes, nose or mouth) if in contact with surfaces and wearing gloves
- Disposable aprons may be provided in areas where the job requires added protection of the uniform from possible contaminated surfaces
- Face covering – Using a face covering is unlikely to be of any benefit if the wearer is not sick • If using a face covering - Note that disposable face coverings can only be used once
- Where face coverings are being considered, using a visor may be more customer friendly, especially to customers with special needs. Note, visors may be suitable to be used more than once, if so, training in how to clean the visor should be given to staff
- If wearing a face covering, wash your hands thoroughly with soap and water for 20 seconds and use hand sanitiser before putting the face covering on, and after removing it
- When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands
- Change your face covering if it becomes damp or if you've touched it
- If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste

SOP 4 - Hand Washing Standard Operating Procedure

HANDWASHING

- Washing your hands properly is one of the most important things you can do to help prevent and control the spread of COVID-19.
- A pre-shift briefing should be held with all workers to remind them about handwashing and the need to keep fingernails short.
 - Hand washing should be frequent for all staff throughout their shift.
- All staff must be aware of the key times to wash their hands including
 - o On arrival in the workplace
 - o After blowing your nose, coughing or sneezing
 - o After touching your eyes nose or mouth o After using the bathroom
 - o Before and after preparing or eating food
 - o Between different tasks
 - o After touching any shared surfaces such as door handles, chairs, equipment handles, taps, work tools, work surfaces etc.
 - o Before and after serving/clearing a table
 - o After handling waste o After all cleaning activities
- Do not wear disposable gloves in place of washing hands. The virus can get on gloves in the same way it gets on hands
- Wearing disposable gloves can give a false sense of security. Gloves can become contaminated when taking them off
- All staff must keep fingernails trimmed short
- Please ensure you wash your hands properly – for at least 20 seconds. Make sure that you wash both your hands including the tips of your fingers, the palms of your hands and thumbs.
 - o Wet hands thoroughly with water
 - o Apply enough soap to cover all surfaces of the hand
 - o Rub the palms of your hands together - right palm over back of left hand and vice versa o Ensure you clean between your fingers
 - o Complete rotational rubbing of thumbs with palms
 - o Rinse hands well with water
 - o Dry hands thoroughly with a disposable towel o Use disposable towel to turn off tap
- Staff must familiarise themselves with all handwashing signage and follow this guidance

SOP 5- Customer Protection Standard Operating Procedure

CUSTOMER PROTECTION

- We encourage pre-booking with staggered arrival times
 - We are communicating procedures and practices to guests in advance via our website. We have provided signage and will verbally explain the social distancing to customers on arrival
 - Signage has been placed at the entrance stating that no one with a fever or symptoms of COVID-19 is to be permitted in the premises
- “Stay home and seek medical attention if you have symptoms consistent with the disease”
- Paths for Entry/exit to and from toilets has been established to mitigate proximity for customers and staff (see toilet checklist posted on the external doors of toilets and inside toilets)
 - Customers should be reminded through signage and verbally if possible when entering and leaving the premises to use the hand sanitation station
 - Customers attention should be drawn to the additional wall and floor signage giving more information and effective guidance
 - Queue management – limit the number of guests gathering within or outside the premises and ensure queues are fast-moving
 - Seating management– Customers should be seated in a manner that complies with the current government social distancing requirements
 - Individuals and family members who wish to be seated together should continue to do so
 - Dining tables, bar tops, stools and chairs to be sanitised after each use
 - Scheduled sanitising of all shared surfaces every 30 minutes
 - All linen including underlays to be replaced after each use
 - Tables should not be pre-set. Staff will provide cutlery, napkins as required - Condiments will be single use where possible – this includes salt, pepper and sugar
 - Customers should not order at the bar. The Bar will operate waiter service only
 - Customers should not sit at the bar and should sit at one of the tables –which are placed in order to comply with the current social distancing requirements Signage at tables unable to be used due to social distancing will be clearly displayed,
 - Menus are laminated and disinfected after each use,
 - Hands, tills and card machines will be sanitised after each staff member interaction.
 - We are encouraging the use of card payment methods
 - All crockery cutlery and glassware will be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff - Washing by hand is avoided where possible.
 - When clearing tables, staff members should avoid touching face and should wash hands immediately afterwards

SOP 5- Customer Protection Standard Operating Procedure contd.

- Kitchen preparation benches should be sanitised before use and every 30 minutes thereafter, unless further sanitation is needed between tasks
- All shelves used for stocking clean dishes etc. will be disinfected at the end of each shift
- Where appropriate, meals to be prepared and served on one plate to avoid the use of multiple dishes and plates etc
- All buffet and self-serve style event, including breakfast service is suspended until further notice

SOP 6- Table Service Standard Operating Procedure

TABLE SERVICE

- Pre-shift briefings will be carried out with staff to reinforce key areas such as handwashing, staff and customer protection, social distancing and cleaning regimes.
- Staff must be aware of the procedure to follow if a customer on the premises displays with COVID-19 symptoms – e.g. isolation area, protocols to follow, emergency contacts etc.
- Pre-booking should be encouraged with staggered customer arrival times. Customers should be given information, in advance, in relation to specific COVID-19 procedures
- Capacity levels must be agreed, monitored and reviewed to ensure maximum numbers are not exceeded (Front of House staff is included in this calculation).
- Physical barriers are in place to assist social distancing ie rope barriers.
- Customers should be reminded, on arrival, of social distancing and hand sanitising protocols.
- Hand sanitising stations must be and are available at all entrances and exits.
- Staff should have bottles of hand sanitiser spray or anti-bacterial wipes available to use as required.
- Configuration of the seating areas must ensure a safe distance between tables and between seats as set out in current Government guidelines. Individuals and family members who wish to be seated together should continue to do so, but there should be an adequate spacing maintained between different groups of guests in accordance with Government physical distancing guidelines.
- Where and when possible, all Front of House staff should comply with physical distancing guidelines. The amount of personnel at waiter stations should be limited and minimise movement between stations. (These should be cleaned and sanitized at least twice per day).
- All Menus are laminated and should be sanitized after each use. Alternatives include menu boards.
- All staff should have their own equipment, e.g. individual pens, pads or electronic devices should be assigned to relevant staff. • If equipment and tools are shared, they must be sanitised before being 'passed over'.
- Waiting staff should take the customer order from an appropriate physical distance (as per current Government guidelines).
- Where it is impractical to practice social distancing, alternative measures must be in place
 - o Staff to wear a disposable face covering.
- Attention must be paid to hand and respiratory hygiene during order taking and table service. When serving/clearing tables, staff should wear a disposable face covering and avoid touching their face.
- Disposable gloves are not compulsory as handwashing is a greater protective barrier to infection than wearing disposable gloves. If gloves are worn, then they must be disposed of properly. Correct hand hygiene is extremely important, whether using gloves or not.
- Where staff come into contact with any items used by customers, they must ensure they wash their hands before moving on to another task.

SOP 6- Table Service Standard Operating Procedure contd.

- Where appropriate, meals should be served on one plate to avoid the use of multiple dishes.
- Cutlery should be brought to the table as a 'Roll Up' and stored in a cleaned disinfected covered area.
- Condiments should be provided in single use portions or sanitized individual containers.
- Tables and chairs should be sanitised between customer usage and at the beginning and end of each service.
- Tables should not be pre-set, and napkin service should be suspended (no placing in a guest's lap or refolding)
Avoid use of candles/flowers etc. on table..
- All linen, including underlays, should be replaced after each use. Where possible use disposables.
- Individual bottles of water should be offered in place of jugs/carafes. Bottles must be wiped in advance with sanitiser.
- Drinks should not be garnished with pre-cut fruit. Accessories for drinks, such as straws, must be individually wrapped. Embellishment of drinks should be kept to a minimum.
- Cashless transactions should be encouraged. Where possible, Point of Sale terminals should be assigned to a single server and sanitized before and after each shift.
- If multiple staff are assigned to a Point of Sale terminal, hands and surfaces must be sanitised after each use.

SOP 7- Protocols for Toilet Facilities

Please note Toilet Facility protocols are posted on the external doors of toilets and inside toilets. No more than 2 people should be present in the Main Toilets and 1 person in the Disabled Toilets. Mother/Father/Guardian of a Baby and the Baby are permitted in the Bay changing Facilities.