

# Visit Safe

## Checklist for accommodation providers



### Introduction

For this checklist to work, your venue will need to compare the current Covid-19 Government of Jersey Guidance which can be found [here](#), to the various areas defined below. You should have **Standard Operating Procedures (SOPs)** written up for every action and eventuality undertaken by your venue and staff. These need to incorporate the latest **Covid-19 recommendations** found on gov.je. This will not only cover the business in terms of due diligence, but also allow the staff to fully understand the scope of the work they are undertaking, and what you have deemed is the safest way for you to do so.

**Self-catering units and holiday lets** should read the full checklist and adhere to each element that applies to their establishment.

SOPs should detail the way in which tasks should be undertaken, and the minimum standards expected by your staff. By carefully going through each area, you can provide your staff with step by step instruction for safe execution of their duties.

Below is **a checklist of the areas you need to be aware of** and focusing on to adhere to the Visit Safe Charter.

- ✓ Use the checklist to ensure you are aware of the areas you need to focus on within your business.
- ✓ Use the checklist in conjunction with the current Covid-19 Government of Jersey Guidance which can be found [here](#).
- ✓ Sign up to the Visit Safe Charter on [www.gov.je/VisitSafe](http://www.gov.je/VisitSafe).
- ✓ Use the Visit Safe assets in your marketing activity. You will be provided access to a toolkit, logo and assets once you have signed up to the scheme.

Please be aware that **spot checks** are happening throughout the Visit Safe participating businesses to mitigate any risk from Covid-19 and ensure the scheme is robust. Failure to have implemented items that have been agreed to, will result in further action being undertaken.

This checklist is not only to protect you and your staff, but also your customers and the island's visitor economy. Visit Safe is an optional scheme but it is important that the steps are / checklist is adhered to, failure to do so could result in reputational damage to your business and the island.

Before you begin, we recommend **appointing a member of staff** to oversee hygiene under Covid-19 conditions. That person should be responsible for completing this document.

This checklist has been produced in association with:





### General

1	Provide your staff with sufficient training to deal with the new protocols.	<input type="checkbox"/>
2	Risk assess your employees and undertake specific risk assessments for any staff considered vulnerable or very vulnerable to Covid-19.	<input type="checkbox"/>
3	Create a communication strategy to keep your staff informed of the latest policies and plans available on Gov.je.	<input type="checkbox"/>
4	Elevators should be monitored to allow their use to conform to latest guidance. The cleaning of them should be increased in frequency to reflect their use.	<input type="checkbox"/>
5	Assign new SOPs per department.	<input type="checkbox"/>
6	Create daily and weekly check forms for the new SOPs.	<input type="checkbox"/>
7	Spot check the SOPs to ensure they are up to standard.	<input type="checkbox"/>
8	Prepare a physical distance plan per department.	<input type="checkbox"/>
9	Along with the physical distance plan, create adequate signage or layouts to allow physical distancing to be easily implemented.	<input type="checkbox"/>
10	Provide training to your staff to help them operate under the new guidance.	<input type="checkbox"/>
11	Create SOPs for managing staff meetings and managerial handovers.	<input type="checkbox"/>
12	Explore e-learning opportunities for staff.	<input type="checkbox"/>
13	Ensure staff are trained on the new PPE and cleaning measures.	<input type="checkbox"/>
14	Where appropriate, display informative posters in staff areas to allow them to read up on the latest literature.	<input type="checkbox"/>

Continues overleaf →



### General

- |    |  |                          |
|----|--|--------------------------|
| 15 | Ensure your water systems have been maintained, or treated to prevent legionella.  | <input type="checkbox"/> |
| 16 | Ensure all public areas have been deep cleaned.  | <input type="checkbox"/> |
| 17 | Guests should have access to your venue's Covid-19 policies.   | <input type="checkbox"/> |
| 18 | Your staff should have up to date qualifications in food safety and hygiene practices.   | <input type="checkbox"/> |
| 19 | <p>Contact tracing is key to the Government of Jersey managing risk from Covid-19. It is expected that businesses with drinks / food service, keep a record of people who are using their services. This information should only be collected with the consent of the person. If consent is not given this should not be used as a reason to prevent them from access to your service, but note of the refusal should be made.</p> <p>Click here for further detail on <a href="#">contact tracing</a>.</p> <p>I have implemented a system for collection of details in line with Government guidelines.</p> | <input type="checkbox"/> |

### Entrance of the guest to the hotel

- |   |   |                          |
|---|---|--------------------------|
| 1 | Rewrite your SOPs for guest arrival, to include everything from a hand sanitising station at the entrance, to baggage handling.   | <input type="checkbox"/> |
| 2 | Create floor markings and adapt the check in process to maintain physical distancing.   | <input type="checkbox"/> |
| 3 | Ensure check in and concierge staff are informed of all the new Covid-19 policies to be able to answer any questions the guests may have, and to inform them of anything they will need to be aware of.   | <input type="checkbox"/> |
| 4 | Businesses should explore and where possible implement electronic and contactless payment options.  | <input type="checkbox"/> |
| 5 | All items such as room keys etc should be sterilised between uses.  | <input type="checkbox"/> |
| 6 | <p>Assign someone to carry out the risk assessment for the hotel or individuals for departments to create new SOPs to deal with a post Covid-19 period. If needed you can find a simple risk assessment form here:</p> <p><a href="https://www.jerseybusiness.je/coronavirus/">https://www.jerseybusiness.je/coronavirus/</a></p> | <input type="checkbox"/> |
| 7 | Alcohol gels/hand sanitisers should be made available in all common areas.  | <input type="checkbox"/> |



### Measures for staff

- |   |   |                          |
|---|---|--------------------------|
| 1 | Ensure there is sufficient and relevant PPE for your staff.   | <input type="checkbox"/> |
| 2 | Any necessary documents should be made available for staff regarding the use of PPE.  | <input type="checkbox"/> |
| 3 | Physical distancing measures should be implemented in staff work and recreation areas.  | <input type="checkbox"/> |
| 4 | Make hand washing stations/alcohol gel available in staff areas.  | <input type="checkbox"/> |
| 5 | On a daily basis staff should be asked to confirm they present no symptoms from the following list (please note the last two are not Covid-19 related but should be asked as well): <ul style="list-style-type: none"><li>• A new continuous cough and/or fever which may be accompanied by one or more of the following:</li><li>• Headaches</li><li>• Tiredness</li><li>• Muscle ache</li><li>• Respiratory symptoms besides cough such as a sore throat, blocked or runny nose</li><li>• Gastro-intestinal symptoms can also be a feature of Covid-19 and these are more common in children than adults</li><li>• Loss of smell and taste (in some cases this may be the only symptom present)</li><li>• Vomiting</li><li>• Diarrhoea.</li></ul> | <input type="checkbox"/> |

NB. Review guidance on [gov.je](https://www.gov.je) for the latest symptoms.



### Bedrooms and guest bathrooms

- |   |   |                          |
|---|---|--------------------------|
| 1 | Turn down service should be stopped.  | <input type="checkbox"/> |
| 2 | A review on cleaning for guests staying for certain periods should be created.<br>Consider whether it is necessary to have rooms cleaned daily.   | <input type="checkbox"/> |
| 3 | When a guest checks out, rooms should be deep cleaned, with an extra focus on touch points i.e. remotes, switches, taps etc.  | <input type="checkbox"/> |
| 4 | Disposable materials should be used where possible in the rooms, with any unused that have been touched being disposed of i.e. shampoo, soap, shower cap, glasses, plates, cutlery etc. | <input type="checkbox"/> |
| 5 | Bedrooms should be de-cluttered of non-essential frequently touched items i.e. pens, pads etc.  | <input type="checkbox"/> |

### Kitchens

- |   |   |                          |
|---|---|--------------------------|
| 1 | Staff should follow best practice as set out by Environmental Health and the Eat Safe Programme.  | <input type="checkbox"/> |
| 2 | The layout of the kitchen should be reviewed to ensure staff can physical distance effectively. Remember time can be used as a physical distance.                   | <input type="checkbox"/> |
| 3 | Review the processes of bringing back plates and crockery etc from the dining area to ensure there are no cross points with dishes going out.                       | <input type="checkbox"/> |
| 4 | Orders to wholesalers and other suppliers should be carefully placed to ensure only one delivery per supplier per day is required in an effort to reduce foot fall. | <input type="checkbox"/> |

## Checklist for accommodation providers

### Food and beverage units

- |   |   |                          |
|---|---|--------------------------|
| 1 | Ensure there is a minimum distance between the backs of chairs as set out in the current guidelines for physical distancing.  | <input type="checkbox"/> |
| 2 | For buffets, consider different service styles such as a plated service. Operators may adapt buffet service to ensure that guests are not touching surfaces or queuing closely. | <input type="checkbox"/> |
| 3 | Tables and chairs should be cleaned thoroughly between guests.  | <input type="checkbox"/> |
| 4 | Disposable or single serve condiments, salt and pepper and napkins should be used or larger items should be cleaned between customers.  | <input type="checkbox"/> |
| 5 | Interaction with the guests should be distanced or minimised.   | <input type="checkbox"/> |
| 6 | At the bar, guests should either opt for a seated service, or stand behind a line when ordering at the bar.   | <input type="checkbox"/> |
| 7 | Staff collecting any used items should wash their hands immediately after and are strongly recommended to wear gloves while carrying the items.                                 | <input type="checkbox"/> |

### Staff accommodation units and lodgings

- |   |   |                          |
|---|---|--------------------------|
| 1 | Only staff staying in their accommodation should have access. | <input type="checkbox"/> |
|---|---|--------------------------|

### Waste management

- |   |  |                          |
|---|--|--------------------------|
| 1 | Waste should be collected and disposed of carefully and with hygiene practices in place. | <input type="checkbox"/> |
| 2 | Waste cleared from rooms should be bagged separately and disposed of carefully.          | <input type="checkbox"/> |



### Emergency and isolation

1	Only staff staying in their accommodation should have access.	<input type="checkbox"/>
2	Procedures should be created for situations where someone is thought to have symptoms.	<input type="checkbox"/>
3	The Covid-19 helpline – +44 (0) 1534 445566 should be contacted immediately, and the guests isolated.	<input type="checkbox"/>
4	Measures of isolation should be created to protect guests and staff alike.	<input type="checkbox"/>
5	Public areas should be immediately cleaned down.	<input type="checkbox"/>
6	If a member of staff becomes ill, procedures should be in place to isolate and check any possible contamination. The Covid-19 helpline should be contacted immediately: tel. +44 (0) 1534 445566.	<input type="checkbox"/>
7	Review gov.je for latest guidance on measures for supporting a guest with Covid-19 symptoms.	<input type="checkbox"/>

This checklist aims to support your business to operationally adjust to Covid-19 requirements. Government of Jersey Public Health update their guidelines which can be found [here](#), this checklist must be used in parallel with the Government of Jersey information.

Once you have completed the checklist, and implemented as appropriate, you can sign up to the Visit Safe Charter on [www.gov.je/VisitSafe](http://www.gov.je/VisitSafe). Once you have signed up you will have access to a toolkit, Visit Safe logo and assets for use in your own marketing activity.