

Introduction

**What is Coronavirus (Covid-19)?**

Coronaviruses are a family of viruses that can be carried by mammals and humans which can lead to infection. Covid-19 is a particular strain of the virus that can infect humans with effects ranging from a mild cold to fatality. It is an extremely infectious strain of the virus that is transmitted through droplets when we breathe, cough, sneeze or kiss.

**Symptoms of Covid-19?**

The most common symptoms of Covid-19 are

High temperature or fever

New and continuous cough

Sore throat or headache

Loss of taste and / or loss of smell

**Incubation and management of Covid-19?**

Once infected symptoms usually start displaying in 5 days but can take up to 2 weeks in certain cases to fully show. Once the virus has incubated the growth and severity of the virus is linked to the person who has contracted it. Depending on the individuals immune response the virus may be mild or may require medical treatment or hospitalisation.

**Multiple Infection**

There is no scientific evidence to support that any individual can not be infected more than once with Covid-19. It is thought that the immune system will be stronger and fight any second infection but the diagnosis and management of symptoms remains the same and self-isolation would be required.

**Personal Responsibility**

Due to the extreme infectiousness of the virus and the potentially fatal consequences from contracting it everyone has a responsibility to manage the transmission of the virus to a low level. This training document is set out to provide the framework for this within the workplace, the controls are all mandatory and form part of your terms and conditions of employment. They are set out to provide a safe working environment for both employees and customers.

The site has changed to provide the levels of support

**Best forms of protection**

Practice Social distancing of 2m or above where possible

Regularly wash hands for at least 20 seconds

Self isolate if you feel that you are displaying symptoms

I have read and understand the risks associated with COVID 19

\_\_\_\_\_ Date: \_\_\_\_\_

## Covid 19 Training

July 2020

How to manage the risk and transmission of the virus.

Joule's Brewery has completed a risk assessment of the site and these new measures are now in place to keep staff members and members of the public as safe as possible whilst on site at a Joule's Brewery Taphouse.

- You must travel to work in your own clothes and get changed when on site
- On arrival at work you must confirm with your supervisor / manager that you are not displaying symptoms of Covid -19. If you are unwell and displaying symptoms, please stay at home, notify your line manager and ring 111.
- Arriving at work, each member of staff must sanitise their hands for 20seconds.
- In the changing rooms you should obey social distancing of 2m at any time and tidy your personal items away into a bag once you have changed.
- When you are ready for work you must sanitise your hands again, before starting service to ensure there is no cross contamination.
- If you have any concerns about the workplace, mental wellbeing or health please speak to a member of the management team, we are here to support you.
- You will be allocated an area to work in once you begin your shift, you will be responsible for the management of cleanliness within that area.
- You must obey the 2m social distancing rules at all times except where mitigation has allowed the rule to be relaxed to 1m plus.
- You must follow the one-way system on site at all times to ensure that there is no undue crossover of people.
- On serving customers, each member of staff must brief them on the new changes to the environment, the one-way system and that all service is now completed at the table.
- Returning from an agreed break you must wash your hands in the correct way, if you go outside the premises on your break you will need to change clothes and then back into your uniform when you return. This makes up part of your break time, we do not encourage leaving site unless for an emergency.

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\_\_\_\_\_ Date: \_\_\_\_\_

## Changes to the Red Lion

Several changes have been made to Red Lion, please make yourself familiar with the changes below.

- A one way system is in place for all staff. The main entrance is the only entrance to the Taphouse and the other three doors are all exits – by the main toilets, the corridor by the kitchen and the exit at the rear of the mouse room.
- With it being a one way system should you need to follow it and complete the system which may involve walking outside to get back to your starting point, this is a system all customers, deliveries and staff will have to obey.
- Customers will need to be made aware of the system by Red Lion Staff to ensure they understand.
- There is no standing in the Taphouse anywhere.
- All ordering will be done at the table, there is no service for people who approach the bar directly.
- Hand sanitiser dispense points are in place at the main entrance, the bar, the exit before the mouse room and the toilets. There are 6 in total for staff and customers to use.
- The main toilets are for use for customers using that side of the pub, the mouse room toilet is for people in the dining room. Customers in the garden will use the main toilets as capacity is greater.
- There are 2m markings on the floor to help with social distancing
- There are some barrels externally which can be used for customers to stand around. External areas are the only place where customers can stand.
- Snacks will no longer be offered on the bar, to avoid cross contamination.
- All cutlery will be delivered when people are dining, sauces will be in sachets, to avoid spreading the virus.
- There are no beer mats / bar towels in place.
- Dog biscuits / newspapers / games have been removed .
- All cushions and carpets have been removed.

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\_\_\_\_\_ Date: \_\_\_\_\_

## New ways of working and rules at the Red Lion Inn, Market Drayton

These new rules are now in place to follow the Government legislation and guidance set out, in order for Pubs to open safely.

- All food tables must be booked in advance, if you arrive at the pub without a booking no table will be available.
- All customers will be asked to provide personal information for the government track and trace, if they will not provide it they cannot enter or order. You do not need to interrogate for the information but if the name they give is obviously incorrect you can refuse entry. Every customer – with the exception of minors will be required to provide information
- Children must remain with their parents at all time and cannot walk around the Taphouse.
- Customers will be guided to their table and the process explained to them on the way by the member of staff looking after them.
- Tables cannot be moved internally or externally.
- Externally all purchases will be paid for as and when they are ordered
- Dogs must be kept on a lead.
- Food service times have been changed, smoking breaks will be outside the food service times.
- Groups of more than six can only be from 2 families.
- If we believe the customer to be displaying symptoms we will not allow them entry onto site.
- Music must be managed to a level that does not encourage raised voices as this promotes spread of the virus.
- You cannot clean a table until all the customers have gone.
- No more than one person will be allowed on a break at any time.
- If it rains and people are in the beer terrace, there is no requirement to allow them inside. They can only come in if there is room to social distance and tables are available.
- Each customer should only have one server where possible.
- The brewery team and office staff will no longer be able to congregate after work.
- Toilets will be fully cleaned and recorded every hour.

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## Personal Protective Equipment

The current government guidance is that PPE is not a requirement within the hospitality industry as the science points to minimal benefits and in some cases over confidence resulting in more risk.

However, should any individual require any PPE we can provide it free of charge. If wearing PPE you will need to ensure that you follow the guidelines on handwashing and cleanliness stringently.

I do not wish to work wearing PPE [  ]

I wish to work wearing PPE [  ]

I have read and understand the risks associated with COVID 19

\_\_\_\_\_ Date: \_\_\_\_\_

Line Manager Sign off to check document is completed

\_\_\_\_\_ Date: \_\_\_\_\_

## Questions and Answers

*What if I think I am showing symptoms?*

Let the on shift supervisor know as soon as possible and begin to self-isolate, book a test with the NHS

*What if a customer won't give me their details?*

Explain to them that it is a requirement under law to provide this information and if they are unwilling or unable to then we politely reserve the right to refuse entry

*What if a customer comes to the bar to be served?*

Step back to maintain 2m and then explain that we are only doing table service and that you will ask their server to come to them as soon as possible

*What if someone falls ill during a visit?*

Social distancing still applies and if severe call the emergency services

*What if someone becomes aggressive about the new rules and regulations?*

If you feel confident to talk to them, remain calm and try to reason with them, if you can't reason with them then see if someone else can. If this fails then call the police.

*What if I think that a colleague is not well?*

Inform your supervisor who will deal with it in process

*What if a colleague is showing symptoms after leaving work?*

You are fine to return to work if you are not displaying any symptoms