

## **The Bucks Arms** **Covid-19 Safety Measures**

It is our duty to ensure we keep our customers and team safe.

We will operate with a slightly shorter menu to minimise the number of chefs in our kitchen and we may revise opening times should this be necessary.

We have completed a Covid-19 risk assessment, and trained our staff to follow our procedures to keep you and themselves safe.

These include regular washing of hands, keeping their distance and ensuring safety guides are followed throughout at all times, your safety and that of our team is of utmost importance.

### **For Our Wonderful Customers:**

The new Government guide requires the following

1. Customers to leave contact details when they visit in case of outbreak - We will ask our guests to leave a note of name and contact details for each person on the table. This will be collected during your visit. This will be stored for three weeks.
2. Standing by the bar is not currently permitted except to order and pay. You are permitted to stand outside the premises to consume your drink, if within the premises it is recommended you are sat down at a table which has been set 1 metre plus apart. We ask parents that children remain seated at the table. We ask customers that visit us with their pet to keep them by their table on a lead.
3. Celebrating, dining or drinking tables have been limited to 2 families of unrestricted numbers or tables of up to 6 guests if more than 2 families.
4. Restroom facilities are to be restricted to one-in-one-out to ensure everyone keeps their distance. Please respect this rule and other customers. We appreciate this might be difficult but it's crucial we all do our bit. Please use hand gels provided and practice hand washing as regularly as possible.
5. Please respect the one way system in place. The entrance is located at the front of the building. Please use hand gel when entering the building. The Exit is located by the garden, please allow others to exit from the garden should anyone else be near the exit.
6. Please ask our waiting staff to take your order at your table (indoors or outdoors) to minimise movement. Feel free to use our online ordering service. This minimises contact further.
7. You can pay with cash however we are encouraging contactless or card payments at this time.
8. Please be respectful of our staff as we have a difficult task on our hands to provide great service as well as ensure we keep everyone safe.
9. Should you or a member of your family or a friend you have been in contact with recently starts showing Covid-19 symptoms as listed in the NHS website, please report this immediately to a member of our team and we recommend you self isolate immediately as per NHS guidelines.
10. Please help us maintain these safety guidelines by ensuring you follow social distancing guidelines for your safety, others around you and our staff.

### **For Our Fantastic Team:**

The spread of Coronavirus (Covid-19) remains a concern for us all and we are keen to keep communicating with the community regarding response and planning. For us, as for everyone, recent events have led us into uncharted territory - it is hard to predict future impact but we will continue to follow these guidelines whilst exercising extreme caution.

From Saturday 4th July we will be checking staff temperatures upon arrival and at different points throughout the day. If our staff displays or develops either a new continuous cough or a high

temperature 37.8 + then we will be asking staff to leave immediately in order to self-isolate for 7 days.

## **Infection Control**

At the Bucks Arms we routinely practice high standards of infection control. We are committed to reducing the risk by ensuring effective hygiene practices are in place for both guests and staff and we encourage full participation in these practices.

Because the virus can be contracted via handling of contaminated objects, hand-washing is the best way to protect against Covid-19. The soaps we use can neutralise germs in our skin. In soap lather, a combination of molecules assembles into bubble-like structures that can trap the virus and rinses it down the drain.

It is important to maintain high levels of personal hygiene by -

- Washing your hands more often than usual and for 20 seconds each time, using soap and ideally warm water, particularly after coughing, sneezing and blowing your nose, or after being in public areas. Use an approved alcohol hand sanitiser if that's all you have access to and to supplement hand washing during the day;
- To reduce the spread of germs when you cough and sneeze, cover your mouth and nose with a tissue, or your sleeve (not your hands) if you don't have a tissue. You must throw the tissue in a bin immediately, then wash your hands or use an approved alcohol hand sanitising gel;
- Clean and disinfect regularly touched objects and surfaces using your regular cleaning products to reduce the risk of passing the infection on to other people;
- Close the toilet seat prior to flushing the toilet;
- Open the windows in your area regularly ( minimum 15 minutes opening, even when this causes some thermal discomfort) to ensure ventilation;
- Avoid touching your face, particularly eyes, nose and mouth with your hands to prevent infection;
- Ensure supplies such as hand soap, hand sanitiser, tissues, paper towels are available for guests and staffs use. Please help us by using the hand washing/sanitising stations at the front doors and throughout the setting.
- Wash all crockery, glassware and utensils at high degree temperatures
- Please help us by not taking home hand sanitisers provided for the use of customers and staff.

## **Face Coverings**

Face coverings are not compulsory. However, the Government advises the wearing of face coverings in enclosed public spaces where social distancing is not possible.

Face coverings do not need to be worn in the workplace, as the hygiene measures and social distancing arrangements will negate the need for it. However, we will support employees if they choose to wear a face covering for reasons of comfort or peace of mind.

Our staff will continue to follow these procedures. Further training measures will also be in place for staff.

With immediate effect we are introducing measures; thorough cleaning of surfaces where contact has/might have been made including door handles, chairs, under the table edges.

As always we remain vigilant in ensuring regular thorough cleaning is carried out daily and our housekeeping is effective. We have deep clean dates booked in over the next few weeks as well as the thorough daily deep clean of every section in our establishment.

### **What will we do if we have a confirmed case of Covid-19 at the Bucks Arms?**

If we were to have a confirmed case of Covid-19 at the Bucks Arms, we would be contacted by the local Public Health England Health Protection Team to discuss the case, identify people who have been in contact with them and advise on any actions or precautions that should be taken. The Health Protection Team would undertake an assessment of our setting and issue advice on the management of customers and staff based on this assessment. We hope that closure of the setting would be unnecessary but Public Health England would have final say and at this point the decision would be taken out of our hands.

Front of house and back of house staff.

Our staff team will be subject to the same rigorous policy as the customers visiting us. If a staff member were to experience a high temperature 37.8+ and/or new continuous cough, they would be asked to self-isolate immediately for a minimum of 7 days. We sincerely hope we will not find ourselves in a position where continuing to operate is critically compromised due to ill-health / self-isolation of multiple staff members but if this were the case options we could consider are:

- Flexible/reduced hours
- Cancellation of events and/or bookings where possible or necessary

In the event of a regional closure we will of course continue to respect and abide by Government and Public Health England dictates. For a longer closure we will have to see what Government support measures, if any, are in place but our main priority will be to protect the solvency of The Bucks Arms and to have our team's best interests at heart.

I would also like to reassure you that we continue to plan and review here at The Bucks Arms as this challenging situation evolves

Thank you, once again, for your continued understanding and co-operation during difficult and challenging times.

Bucks Arms Management Team