Purpose of the webinar

- Assist businesses navigate the NI Guidelines

- Set NI Guidelines in context of other legislation and advice

- Set out the need for and basic principles of Risk Assessment

- Outline the key things you need to know to re-open safely

- Sector Specific Hints and Tips

- Signpost Additional Sector Specific Support and Helpline

Format

1 **Overview of General Guidelines**
- Background
- Guideline Hierarchy
- Key things you need to know

2 **Panel session**
- Hints & tips

3 **Additional Support Details**
- Sector Specific Webinars
- Dedicated Helpline
- Access to Professional Support Services

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Today's Panel

Sharon Scott **Facilitator**

Gary Mc Farlane **Chartered Institute of Environmental Health**

Janice Gault **Northern Ireland Hotel Federation**

Colin Houston **Small Accommodation and Caravan & Camping**

Ros Newlands **World Federation of Tourist Guide Associations**

Victoria Williams **Attractions and Venues**

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Navigating the guidance

General Guidance Working safely during COVID-19 in the Visitor Economy

Accompanied by 2 specific sector documents:

- Working safely during COVID-19 in hotels and tourist accommodation

- Working safely during COVID-19 in restaurants, pubs, bars and takeaway services

Working safely during COVID-19 in hotels and tourist accommodation

Working safely during COVID-19 in restaurants, pubs, bars and takeaway services

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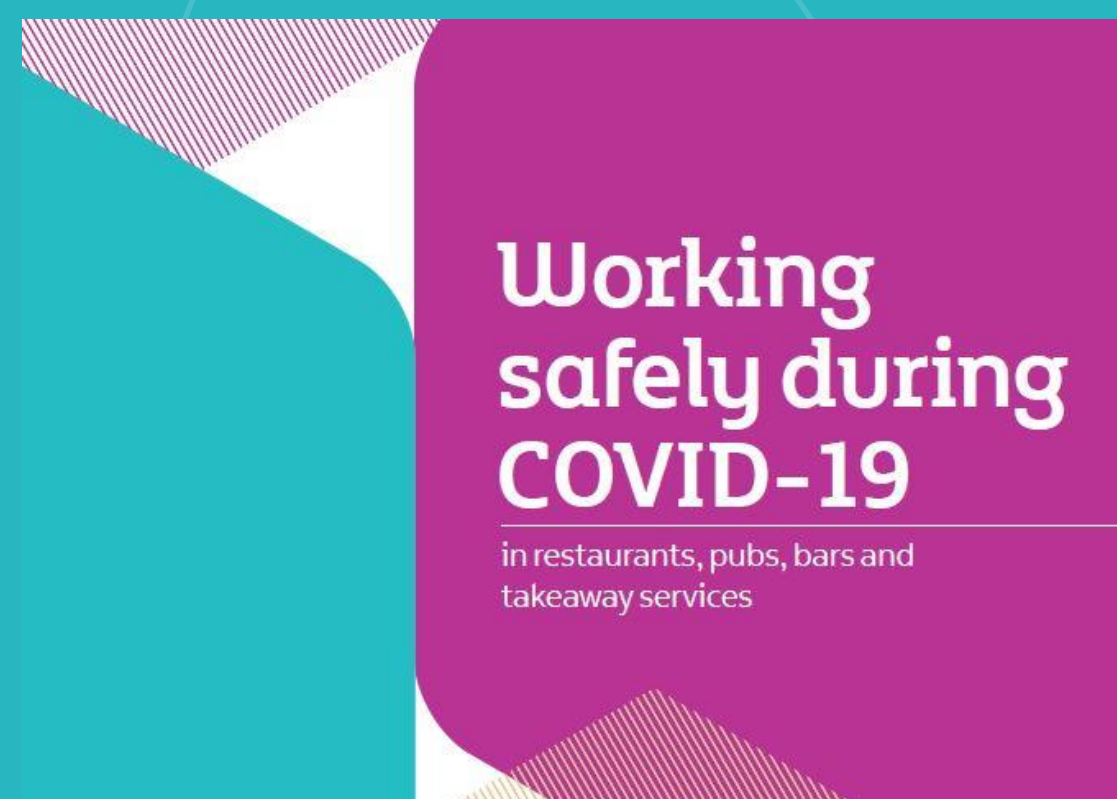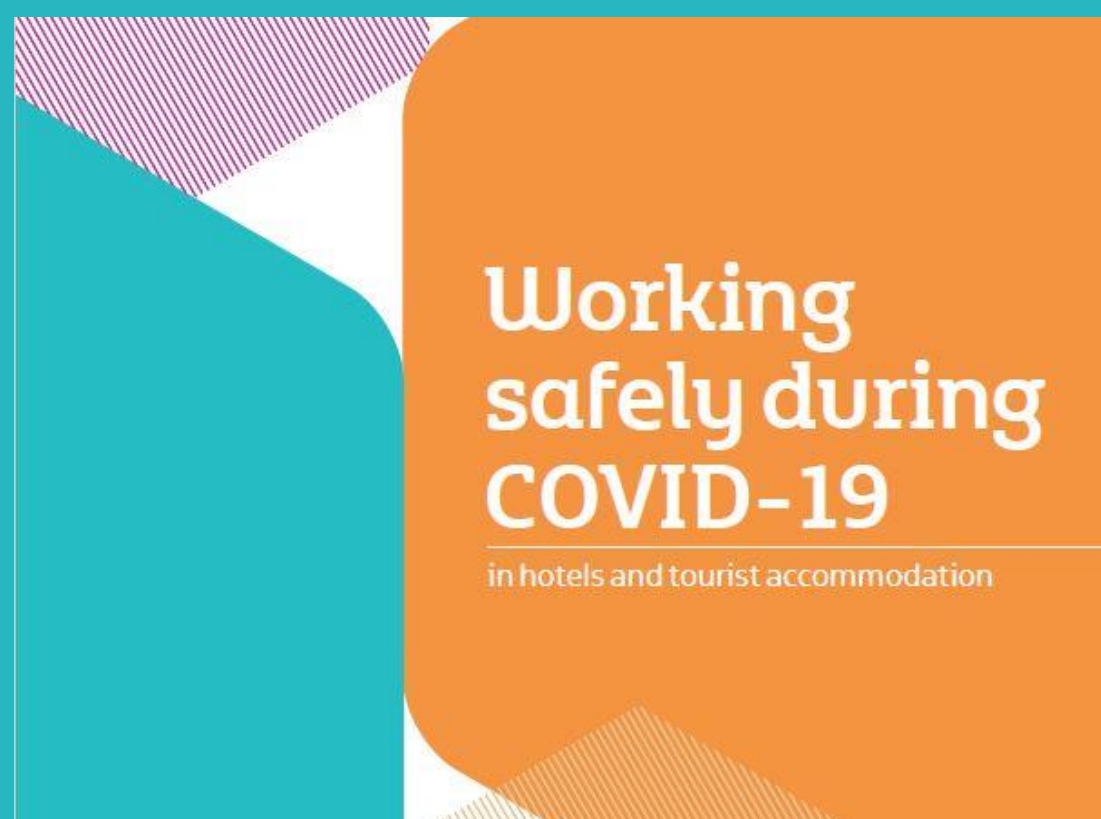
WHO Prepared it?

- Prepared by the Department for the Economy, in partnership with Tourism NI and with input from the NI Recovery Working Group

- Consultation with Public Health Agency (PHA) and the Health and Safety Executive NI (HSENI) and other key Executive Departments, as well as trade unions.

- Reflects Guidance from UK Government Department for Culture Media and Sport (DCMS)

- Tailored to reflect NI public health and safety requirements and legislation and to ensure it includes advice relevant to NI

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Supported by Trade Body/Sector Specific Guidelines

- Hospitality Ulster/NIHF COVID-19 Advice and Risk Assessments for Hospitality Businesses:

  https://hospitalityulster.org/hospitality-news/voice/COVID~19-A-PRACTICAL-GUIDE-FOR-THE-HOSPITALITY-INDUSTRY-OUT-NOW

- British Holiday & Home Parks Association guidance: www.bhhpa.org.uk/covid19hs/

- The Association of leading Visitor Attractions(ALVA: https://www.alva.org.uk/index.cfm

- COVID-19 Guidance for Tour Guiding: www.itg.org.uk/news-and-events/institute-news/covid-19-guidance-for-guides/

- Events and Entertainment guidance: Sport & Recreation Alliance www.sportandrecreation.org.uk/news/covid-19/latest-government-guidance

- Department for Communities Guidance for Culture and Heritage Destinations and Venues: https://www.communities-ni.gov.uk/sites/default/files/publications/communities/dfc-culture-heritage-destinations-phased-return-guide.pdf

Please note, links provided to other websites are not under the control of Tourism NI. We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

HOW to Use the NI Guidance

Non –statutory guidance designed to help employers, employees and the self-employed in NI understand how to work as safely as possible during the COVID-19 pandemic

Supporting Legislation
Social distancing guidelines, as outlined in Guidance on the Restrictions in Northern Ireland and Public Health Advice.
NI Executive 5 Stage Recovery Plan for re-opening the Visitor Economy and regulations set out under the Health Protection (Coronavirus, Restrictions) Regulations (Northern Ireland) 2020.

Guidance also reflects
Guidance produced by the NI Engagement Forum 'COVID-19 Working Through this Together'

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HOW to Use the NI Guidance Checklist

- Read NI General and Sector Specific Guidance

- Consult the relevant trade body/trade union guidance

- Review the relevant Risk Assessment Templates

- Complete individual COVID-19 Risk Assessment, at a business and site level

- Think about your complete Customer Journey, inside and out

- Think about visitors, staff, contractors and volunteers

- Don't forget about other H&S and employee legislation

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Thinking About & Managing Risk

Key Principles

- Carry out a COVID-19 Risk Assessment and revise all standard operating procedures as required.

- Develop suitable cleaning, handwashing and hygiene procedures.

- Help people to work from home, where possible.

- Maintain the recommended social distancing, where possible.

- Where people can't maintain recommended distance, manage transmission risk.

- Clear communication to be aware of symptoms and what to do if symptoms present.

Thinking About & Managing Risk

Priorities

- Increase frequency of handwashing and surface cleaning.

- Enable working from home as a first option. If not practical, make every reasonable effort to comply with social distancing guidelines

- If social distancing cannot be adhered to and the activity is deemed necessary to operate business further mitigating actions must be instigated such as additional cleaning, minimum time at activity etc.

- Use back-to-back/side-to-side working (rather than face-to-face) whenever possible.

- Reduce person-to-person contact 'fixed teams or partnering'

- Use of screens/barriers to separate people

- Communicate results of risk assessment with your workforce and customer i.e. website

Thinking About & Managing Risk

Need to know

- Legal responsibility to protect workers (employees and volunteers), customers

- Think about risks they face and do everything reasonably practicable to minimise

- Consult with your staff to create culture of collaboration/trust/joint problem solving

- Consult and work with Local Council Environmental Health Office (EHO) as enforcement body

- Aim is to reduce risk to the lowest reasonably practicable level by taking preventative measures in order of priority

Further information is available at hseni.gov.uk, including a COVID-19 risk assessment template:

https://www.hseni.gov.uk/publications/example-covid-19-risk-assessment-template

Maintain recommended Social Distancing

- Maintain social distancing wherever possible for workers while in work, on arrival and departure and to enable handwashing upon arrival.

- Maintain social distancing as far as possible while people travel through the workplace and across sites

- Maintain appropriate social distancing between individuals when they are at their workstations.

- Special arrangements to prioritise safety during incidents

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Managing Customers
Visitors, Contractors

- Informing customers/guests/visitors and contractors of guidance about visiting the premises

- Assessing the number of customers/guests/visitors, or crowd density

- Implementing timed ticketing or book ahead only

- Pre-booking and clear table times

- Reduce congestion and contact; for example, introducing a one-way flow

- Introducing queuing systems, using barriers and having staff direct customers.

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Managing Customers
Visitors, Contractors

- Procedures for handwashing/sanitiser facilities as they enter

- Adults are responsible for children

- Contactless payments or pre-payments as part of the online booking

- Work with Local Council to consider impact on public spaces/ pavement areas and instigate relevant Pavement Café legislation

- Communicate to customers/guests/visitors so they understand what they need to do to maintain safety.

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Preparing to Reopen

- Carry out a full assessment of closed sites including water systems, electrical supplies, air conditioning, ventilation

- Review Cleaning Procedures. Ie. Key touchpoints, high traffic areas

- Specific guidance for suspected case of COVID-19

- build awareness of good handwashing technique and frequency

- hand sanitiser in multiple locations

- use and cleaning guidance for toilets (SOPs)

- Waste facilities and management

- picking-up and dropping-off collection points where possible

PUB

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Personal Protective Equipment (PPE)

- Workplaces should **not** encourage the precautionary use of extra PPE.

- Risks need to be managed through social distancing, hygiene and fixed teams or partnering, not through the use of PPE.

- **But** if your Risk Assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it.

- Examples of when PPE may be required include small areas such as kitchens or areas where it is impossible to maintain social distancing.

Workforce Management

- Change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

- Split into teams or shift groups, fixing these teams or shift groups so that where contact is unavoidable, this happens between the same people.

- Remove direct contact such as by using drop-off points or transfer zones.

- Ensure all workers understand COVID-19 related safety procedures

- Ensure compliance with *The Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (Northern Ireland) 1997* in relation to COVID-19

Recap on Key Points

- Identify guidance relevant to your business sector
- Robust Individual Risk Assessment is critical
- Consider the Risk Assessment process as an evolving process
- Develop and Plan in collaboration with staff
- Creative design of signage/communication resources think about flexibility and budget
- Think carefully about use of PPE and other equipment
- Keep abreast of relevant guidelines – they WILL change

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Panel Discussion

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Continued Support for Tourism Businesses

- Dedicated Tourism NI Covid-19 Business Support Helpline

  Call 028 9592 5313 – Lines open Monday to Friday 10am–5pm

- Dedicated Tourism NI Covid-19 Support Web Hub

  https://covid19.tourismni.com/

- Additional Sector Specific Support Webinars including Best Practice, Hints and Tips, Q&A Sessions

- Access to specialised legal/insurance/Health and Safety etc.

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