

# **COVID-19**

## **How to open our Students' Union venues during a global pandemic**

Updated: 30 September 2020



**BUCKS**  
STUDENTS' UNION

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**Most recent edits - 22 September**

Section 1 - Venues must shut by 10pm and can only offer table service and takeaways

Section 3 - NHS track and trace required by law

Section 7.2 - Wearing of face coverings by staff now compulsory.

Section 8 - Noise restrictions to 85db(A)

**Most recent edits - 30 September**

Section 3 - temperature checking customers

## Overall objective:

Overall Objective: To minimise the risk of transmission of COVID-19 and protect the health of staff, customers and visitors in our venues whilst offering the same great service and product as has come to be expected from a top 3 ranked Students' Union (NSS 2020).

[It is advised that all staff read the guidance that the Government has published around bars and restaurants here.](#)

The COVID Risk Assessment should also be read alongside this guidance. This can be found at the end of this document.

Staff will be required to sign and knowledge that they have read and understood all the guidance in this document. As the guidance updates and changes staff will need to re-acknowledge these changes.

All questions about this guidance should at first be directed to the Events & Licensed Trade Manager.

## 1. Proposed Venues

It has now been confirmed that we will operate two venues - The Lounge and The Venue. All licensed premises must close at 10pm from Thursday 24 September 2020. All scheduled events will end at 09.45pm to allow for 15 mins of drink up time. Only table service is allowed, alongside takeaways.

### The Lounge:

*Objective:* to deliver food and drink to our membership, their friends and family and the wider community in a safe and welcoming environment – providing great service whilst abiding by the current restrictions.

### The Venue:

*Objective:* A timed, ticketed events space, offering COVID secure events, in line with the law and government guidance. To provide over flow for The Lounge operation through the day creating extra covers.

## 2. Pre-opening:

Both venues have been closed for some time so the below checks should be carried out

- Deep clean of venues
- Arrange furniture in a COVID-Secure way allowing for social distancing
- Run all taps for 5 mins to remove risk of Legionella
- Flush through and perform a line clean on all draught systems.
- All glassware cleaned
- Coffee machine cleaned

### 3. Customer Entry and flow:

Customers entering our venues will be required to scan a QR code that enables them to enter their details into the NHS track and trace system. This is now a requirement of law from Thursday 24 September for all hospitality venues. The NHS signage supplied by Government will be displayed around our venues. It will collect:

- Name
- Contact Number
- Date they attended the venue
- Time they attended the venue

For our ticketed events, customers will be required to purchase a 'free' ticket that books their allocated time slot for that event. Customers will still have to complete the NHS track and trace as this data is submitted to a central server and not seen by the students' union.

For the QR code and ticket scenario a confirmation email will be required to be shown to the door staff to allow entry. If the venue is full the customer will be turned away by door staff or asked to visit one of our other venues (capacity allowing). From Monday 14 September 2020 it is law that all premises collect track and trace data from all their customers.

Security will ask all customers on entry

- a. Have you got any symptoms of COVID- 19?
- b. Have you been told by the University to self-isolate?

*And then;*

- c. Give customer a temperature check

If any of these checks come back as a yes then they will be turned away.

Due to the sheer amount of people now on the isolation list and the time it takes to run these checks, we are going to run the background checks on individuals with a positive test only. Meaning we will still get the important data we need and will be able to contact the individuals that should be isolating before they try and arrive at the venue.

The entrance to the lounge will be two way with markers on the floor defining the system (in on the left, exit on the right). The Timberlake doors will be locked to prevent customers accessing the venue from anything but the front entrance.

Removal of all bar stools and furniture within 1.5 metres of the bar. Ensure clear and safe passing spaces throughout the venues.

Sanitiser station on entrance (see sanitiser map attached).

## 4. Ordering and Service

Customers encouraged to use mobile ordering system that reduces contact with others. The order is placed through the phone and payment made through the phone. Although time consuming to set up this has become industry standard and almost expected from a customer point of view.

We are in the process of arranging and setting up this system. When live it can be accessed through [orders.bucksstudentsunion.org](https://orders.bucksstudentsunion.org)

All tables will have fixed numbers for ease of ordering. Consumer confidence is key and having multiple menus on a table isn't going to cut it. We need clear, clean tables to allow customers to feel comfortable knowing that we are taking care of their health.

Bar staff to prep drinks onto a tray, avoiding touching anywhere near the rim of the glass (normal practice). Drinks and food orders taken to customer tables via tray and customer to take items from tray, minimising touch points. This way the runner/server does not touch any item.

There will be a takeaway option from The Lounge which can be ordered through the app or at the screened off area by the coffee machine. If sitting in there will be no ordering at the bar, takeaways only.

All our venues will be completely contactless with no cash being accepted. With majority of our customer orders being under £30 we see this as a huge positive. The mobile ordering function also has no charge limits, along side Apple / Google pay. *NB: Safe key will be kept with Finance team to prevent a safe check having to be carried out everyday.*

Screens will be installed across all our bars and service areas.

All shared / self-service items will be removed and replaced with disposable condiments and cutlery.

Condiments and cutlery to be brought to table with food order to assist with minimising touch points.

Hand sanitiser stations will be located around the venue (see sanitiser map attached).

Signage around the venue will advise about social distancing and to follow the rules and advice.

The cloakroom will be closed due to the challenges in operating them safely.

Stock Orders will need to be bigger and less often to minimise contact and ensure they are non-contact deliveries.

## 5. Cleaning Schedule

Having two members of staff per venue dedicated to cleaning. Having signage stating that is what their role is to boost customer confidence.

- Clean tables, chairs and all touch points around table, as soon as customers leave
- No menus on tables, using the app to order. We need clear, clean tables to allow customers to feel comfortable knowing that we are taking care of their health.
- Once tables have been cleaned and sanitised a system will be in place to show the table can be used again. Details will be displayed on the entrance to the venue and staff will advise customers on entry
- Cleaning of screens every 30 mins through peak times
- Cleaning of touch points – door handles every 30 mins through peak times
- Vending machines within our venues fall under our responsibility and will need cleaning every 30 mins
- Toilets checked every 30 mins and cleaned as needed.

At the start and end of every trading period all touch points and services to be cleaned.

Signage around all venues about frequency of hand washing and its importance.

Sanitiser stations around venue for everyone's use (see sanitiser map attached).

## 6. Toilets

As per the cleaning schedule above toilets will be checked every 30 mins and cleaned accordingly.

Sanitiser station located outside toilets and signage for it to be used (see sanitiser map attached).

Signage in toilets on how to clean hands properly and for 20 seconds based on Government Guidance.

Foot handles could be fixed to doors to reduce touch points. Doors leading to the toilet foyer will be fixed open to reduce touch points.

## 7. Staff:

Each venue will have its own dedicated staff team that will only work in that space. The rota will reflect social bubbles ie. the same staff working each shifts with the same colleagues in case of an outbreak. Start times and end times of shifts will be staggered to ensure staff areas are not congested.

If possible, shift patterns will be retained for the term to assist with NHS Track and Trace and then reviewed over the Christmas period.

Only the duty manager will have access to the cash office with the door being locked shut when not in use (this should be normal procedure anyway). Manager should welcome staff at a safe distance away from the office.

One way system to be implemented on the cash office corridor and around the bar.

Specific runner member of staff that accesses cellar per shift to avoid cross contamination in that cold tight area.

Maintain 1.5m distancing behind the bar and when serving. 1.5m markers to be installed.

Wash hands or sanitise hands every 30 mins or after touching common touch points. Eg. Events staff moving speakers or staging. Hands should be washed before and after shifts.

In an emergency, for example, an accident, provision of first aid, fire or break-in, staff do not have to comply with social distancing guidelines if it would be unsafe. A dynamic risk assessment on the immediate risk that faces you must be made.

Staff involved in the provision of assistance to others (security or first aid) should pay particular attention to sanitation measures immediately afterwards, including washing hands.

Visors, masks and gloves are available if required.

### 7.1 Staff and discovery of symptoms:

Any staff who have symptoms of COVID-19 - a new continuous cough; a high temperature; a loss of, or change in, normal sense of taste or smell - must follow these steps (in line with Government and University policy):

- Go home immediately
- Let us know you are ill by emailing [suvenuemanagement@bucks.ac.uk](mailto:suvenuemanagement@bucks.ac.uk) and [student.centre@bucks.ac.uk](mailto:student.centre@bucks.ac.uk)
- Self-isolate to protect others and arrange for a COVID-19 test. Find out more at [www.nhs.uk](http://www.nhs.uk)

If you start to feel unwell when at home:

- Do not come to work or campus
- Contact [suvenuemanagement@bucks.ac.uk](mailto:suvenuemanagement@bucks.ac.uk) and [student.centre@bucks.ac.uk](mailto:student.centre@bucks.ac.uk)
- Self-isolate following the government [guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#)
- Arrange a COVID-19 test
- Stay in touch with us

Once a result of a COVID-19 test has been received:

- Notify [suvenuemanagement@bucks.ac.uk](mailto:suvenuemanagement@bucks.ac.uk) and [student.centre@bucks.ac.uk](mailto:student.centre@bucks.ac.uk) of the result
- If the test is negative and you feel better you can return to work
- If the test is positive, continue self-isolating
- The University will instigate its track and trace measures and take further action to protect others

All student staff will require to have their temperature checked as they arrive for their shift. Student staff displaying a temperature above the recommended guidance will be asked to go home with full pay for that shift. Student staff sent home should follow the University reporting procedures of contacting their tutor and the Student Centre. They should then update [suvenuemanagement@bucks.ac.uk](mailto:suvenuemanagement@bucks.ac.uk) the following day as to how they are feeling.

You cannot get paid if you're self-isolating after [entering or returning to the UK](#) and do not need to self-isolate for any other reason.

## **7.2 Face coverings and PPE:**

The wearing of face coverings will now be mandatory for all bar and service staff from Monday 28 September 2020. Staff have been supplied with Bucks branded face coverings but can choose to use their own if they would rather.

Where our Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. There is no mandatory reason for gloves to be used in relation to COVID-19. Staff will be reminded that wearing of gloves is not a substitute for good hand washing.

Visors and masks will be available for incidents where social distancing cannot be maintained.  
i.e. for door supervisors and first aid incidents.

## **7.3 Keys**

Our venues have a lot of shared keys. Creating key copies is not an option due to creating higher security risks around who has access at what times.

Fortunately, copper alloys, like the keys we use in our venues, do not harbour bacteria like E.coli, superbugs like MRSA and Coronaviruses. These die within minutes of touching the brass.

Keys therefore should not be passed between individuals but placed back on the key hooks and retrieved from this location by the next user.

The risk of passing on COVID-19 through handling keys is extremely low.



## 8. Entertainment

Venues are now allowed to hold indoor performances from 13 August 2020. There is still potential for increased risk of transmission, particularly from aerosol transmission through shouting and singing.

Any entertainment would need to be seated, and social distancing maintained, with close attention paid to the safe operating capacity and not allowing any venue to become over crowded.

All advertised entertainment although 'free,' will be ticketed entry. Tickets will be 'purchased' online and will allow for the allocated time slot for that event. Eg. Arrive at 8pm and you have 2 hours. This will also assist with NHS track and trace.

Communicating with the membership is key around the change of how we operate and how the arrangements of entertainment will be different. Communication through social media, paid for ads, email marketing and signage will be ever so important.

Microphones will not be freely available and must be signed out from management or University staff. All artists and performers advised to bring their own microphones.

This is enforced and advised by the Department of Education in regards to [reopening buildings and campuses](#) stating that:

*"While HE providers should communicate to students the importance of adopting safe behaviours generally, HE providers should also, where possible, support their students to socialise in COVID-secure environments (for example campus bars, Student Unions) and should identify safer social activities for students. You might do this in collaboration with your Student Union. We are aware of the planning already underway for Freshers' events that provide COVID-secure entertainment activities in ways that comply with public health guidance."*

From Monday 28 September all premises must during the emergency period, ensure that no music is played on the premises which exceeds 85db(A) when measured at the source of the music.

This does not apply to any performance of live music.

As stated under 1C of the [Health Protection Regulations](#)

## 9. Sanitiser Maps – The Venue and The Lounge

The Venue Plan



Foot pump five litre sanitiser station



Automatic one litre sanitiser station



## 10. Marketing artwork

- STAYING COVID SECURE IN 2020 – see guidance pg11.
- QR code to Track and Trace form
- Please use hand sanitiser as much as you want
- Stay Safe, use social distancing
- How to order instructions with QR code and table number
- Roller banner for each venue with instructions and precautions in place
- What we have done to keep staff and customers safe
- We have specific staff just to clean all our touch points
- Frequency of hand washing and its importance.
- How to wash hands properly and for 20 seconds for toilets
- Events and how to book onto them.
- Arrows and distance markers for bar area from University Operations team (Nick Barber)

## 11. Disclaimer

All information and advice is correct at time of writing (Aug 2020). With how the current climate is changing so quickly advice and guidance may become dated very quickly. Always refer to the below Government references before making any drastic changes.

## 12. References

[Government Guidance](#)

[Track and trace](#)

[Entertainment Guidance 1: 4.5, pg28](#)

[Entertainment Guidance 2](#)

[Legionella](#)

[SSP and self-isolation 1](#)

[SSP and self-isolation 2](#)

[Entertainment and Higher Education](#)

[Noise restrictions](#)

## 13. Risk Assessment

The COVID risk assessment and this document will be published to our website.

Company		Bucks Students' Union Venues	Date		13 Aug 2020
Department		Commercial - Bars and Events	Review date		13 Sept 2020
Activity		COVID-19	Author		JA
Hazard	Who could be harmed and how	All controls required <small>Put each control on a separate line, be as clear and specific as possible</small>	How controls will be checked <small>How will each control be checked – eg checklists, health surveillance, monitoring, inspections</small>	Confirmed all in place or further action required	
Disease / contamination from unused services within the venues	All staff All customers using services	Deep clean of all venues Running all tabs through for a minimum of 5 mins to remove risk of Legionella Flush through and perform line clean of all draught systems – either professionally or in house All glassware, vessels and glass storage shelves cleaned and sanitised Coffee machine cleaned and checked	Inspection before opening by Events and Licensed Trade manager and H&S Manager Checklist completed by venue management once specific tasks are complete	Once complete risks reduced to a minimum.	
Risk of COVID-19 infection due to poor hygiene	All staff All customers All those that come into contact with staff or customer within 21 days	<b>Hand Washing</b> Sanitiser stations located around venue and in key touch points – outside toilets and on entrance to venues Sanitiser is being sourced to be alcohol free and vegan friendly to enable all customers of all cultures and anybody with allergens to use our sanitiser stations Soap always available in toilets Signage about good hand washing technique and to wash for 20 seconds Staff to remind customers entering the venue to use the sanitiser stations Avoid touching face, eyes, nose and mouth with unclean hands. Staff advised to use hand creams or lotions to prevent cracked and dry hands as frequency of hand washing will be high on shift Wash hands or sanitise hands every 30 mins or after touching common touch points. e.g. Events staff moving speakers or staging. Wash hands before and after every shift.	Reminder by duty manager to staff whilst on shift Duty manager to monitor staff and ensure good practices are going ahead Sanitiser stations will need to be checked and refilled accordingly	Sanitiser stations will be used and sanitiser depleted	
Risk of spreading COVID-19 due to unclean surfaces	All staff All customers All those that come into contact with staff or customer within 21 days	<b>Cleaning</b> Regular cleaning and sanitisation of touch points Clean tables, chairs and all touch points around table, as soon as customers leave No menus on tables, using the app to order. Once tables have been cleaned and sanitised a system will need to be in place to show the table can be used again Cleaning of screens every 30 mins through peak times Cleaning of touch points – door handles every 30 mins through peak times Vending machines within our venues fall under our responsibility and will need cleaning every 30 mins Toilets checked every 30 mins and cleaned as needed.	Duty manager to ensure cleaning schedule is taking place Events & Licensed Trade manager, H&S Manager and CEO to spot check Checklist of cleaning to be maintained	Checklist of cleaning checked at the end of each day by Events and Licensed Trade manager	

<p>Risk of spreading COVID-19 due operational issues</p>	<p>All staff All customers All those that come into contact with staff or customer within 21 days</p>	<p><b>Operations</b>  <a href="#">Customer details taken in line with guidance around track and trace using QR code on entry or via prebooked tickets</a>  Two way markers and one way markers throughout venue to define where customers and staff can move safely.  Timberlake doors locked to prevent accessing the venue from anywhere but the front entrance  Doors leading to toilet foyer will be fixed open to reduce touch points  Removal of all bar stools within 1.5m of the bar ensuring safe and clear passing areas throughout the venue  Mobile order and pay system implemented with no orders placed at the bar for sit in customers  Orders to be prepped onto tray, with servers asking customers to take their order, minimising touch points and the amount of handling of the glassware / products  Perspex screens installed across all bars and service areas  Totally cashless with all purchases being paid for through the app or via contactless  Safe key will be kept with Finance team to prevent a safe check having to be carried out everyday  All shared / communal items (cutlery, sauces) to be replaced with disposable alternatives  Signage around venue to remind about the importance of social distancing  Cloakroom will be closed due to the challenges it brings with operating them in a COVID-secure way  <a href="#">No clubnight or dancefloor based events will be run</a>  <a href="#">Events that include loud music or reasons to shout or raise your voice will be reduced to minimise risk of aerosol transmission</a>  All events will be ticketed to regulate capacity and to collect customer data for NHS track and trace  All events will be seated and social distancing maintained  Orders of stock will need to be placed less frequently to reduce contact  All deliveries to be contactless</p>	<p>Pre-opening checks to be carried out by duty manager to ensure all operations are in place  Customer records checked every day to ensure the track and trace system is being updated  Events team not to book or promote any events that encourage club night behaviour - Events and Licensed Trade Manager to monitor events and bookings being confirmed</p>	<p>Customer details deleted after 21 days to comply with NHS track and trace guidance  As Government guidance changes, operational procedures will need to adapt and change</p>
<p>Risk of spreading COVID-19</p>	<p>All staff All customers All those that come into contact with staff or customer within 21 days</p>	<p><b>Staff</b>  Each 'venue' to have its own staff team  Rota to reflect social bubbles, with the same staff working with the same colleagues to minimise risk of outbreak  Specific staff stick to a specific role per shift – one person accesses the cellar, another pours the drinks and another delivers orders to tables  Start times and end times of shift staggered to reduce congestion in staff areas  Shift patterns to be maintained for 21 days to assist with NHS track and trace  Maintain 1.5m distancing behind bar with markers to assist with this  One way system through smaller staff areas will be marked  Hand washing or sanitise every 30 mins or after touching common touch points</p>	<p>In an emergency, for example, an accident, provision of first aid, fire or break-in, staff do not have to comply with social distancing guidelines if it would be unsafe. A dynamic risk assessment on the immediate risk that faces you must be made.  Visors and masks will be available for incidents were social distancing cannot be maintained. i.e. for door supervisors and first aid incidents.  Staff involved in the provision of assistance to others (security or first aid) should pay particular attention to sanitation measures immediately afterwards, including washing hands.  Duty Managers to submit rotas to Events and Licenced Trade Manager for approval</p>	<p>As Government guidance changes, staff procedures will need to adapt and change</p>
<p>Risk of spreading COVID-19</p>	<p>All staff All customers All those that come into contact with staff or customer within 21 days</p>	<p><b>PPE / Face coverings</b>  The wearing of face coverings will now be mandatory for all bar and service staff from Monday 28 September 2020. Staff have been supplied with Bucks branded face coverings but can choose to use their own if they would rather.  Where our Risk Assessment identifies wearing of gloves as a requirement of the job, an adequate supply of these will be provided. There is no mandatory reason for gloves to be used in relation to COVID-19. Staff will be reminded that wearing of gloves is not a substitute for good hand washing.  Visors and masks will be available for incidents were social distancing cannot be maintained. i.e. for door supervisors and first aid incidents.</p>	<p>n/a</p>	<p>As Government guidance changes, PPE procedures will need to adapt and change</p>

Vulnerable staff members	<p>Staff who are clinically vulnerable.</p> <p>Staff who are clinically extremely vulnerable.</p> <p>Expectant Mothers.</p> <p>Staff who are over 60 years.</p> <p>Staff from BAME backgrounds.</p>	<p>Can the employee adhere to universal precautions that are already required to reduce risks of cross infection?</p> <p>Can they safely wear PPE to further reduce risk?</p> <p>Are there other roles which could be undertaken which carry less risk?</p> <p>Can they move to a lower risk area?</p> <p>It is important to note that in our venue environment that majority of our part time staff team cannot carry out their job role from home.</p>	<p>All staff will complete University Risk Assessment to attend site.</p> <p>If highlighted as clinically vulnerable or clinically extremely vulnerable, additional precautions maybe required to have a safe place of work.</p>	<p>As Government guidance changes, procedures will need to adapt and change</p>
Outbreak of COVID-19	<p>All staff</p> <p>All customers</p>	<p>Any staff who have symptoms of COVID-19 - a new continuous cough; a high temperature; a loss of, or change in, normal sense of taste or smell - must follow these steps (in line with Government and University policy):</p> <ul style="list-style-type: none"> <li>• Go home immediately</li> <li>• Let us know you are ill by emailing <a href="mailto:suvenuemanagement@bucks.ac.uk">suvenuemanagement@bucks.ac.uk</a> and <a href="mailto:student.centre@bucks.ac.uk">student.centre@bucks.ac.uk</a></li> <li>• Self-isolate to protect others and arrange for a COVID-19 test. Find out more at <a href="http://www.nhs.uk">www.nhs.uk</a></li> </ul> <p>If you start to feel unwell when at home:</p> <ul style="list-style-type: none"> <li>• Do not come to work or campus</li> <li>• Contact <a href="mailto:suvenuemanagement@bucks.ac.uk">suvenuemanagement@bucks.ac.uk</a> and <a href="mailto:student.centre@bucks.ac.uk">student.centre@bucks.ac.uk</a></li> <li>• Self-isolate following this guidance <a href="https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection">https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection</a></li> <li>• Arrange a COVID-19 test</li> <li>• Stay in touch with us</li> </ul> <p>Once a result of a COVID-19 test has been received:</p> <ul style="list-style-type: none"> <li>• Notify <a href="mailto:suvenuemanagement@bucks.ac.uk">suvenuemanagement@bucks.ac.uk</a> and <a href="mailto:student.centre@bucks.ac.uk">student.centre@bucks.ac.uk</a> of the result</li> <li>• If the test is negative and you feel better you can return to work</li> <li>• If the test is positive, continue self-isolating</li> <li>• The University will instigate its track and trace measures and take further action to protect others.</li> </ul> <p>Our Health Protection Team is:  PHE Thames Valley Health Protection Team (South East),  Chilton,  OX11 0RQ  Phone: 0344 225 3861 (option 1 to 4 depending on area)  Out of hours for health professionals only please phone 0844 967 0083</p>	<p>A log of all illness of staff will be maintained and staff advised to get tested. All positive tests will instigate the reporting procedure</p>	<p>As Government guidance changes, procedures will need to adapt and change</p>