Operational Guidance
Activity Operators

Fáilte Ireland
National Tourism Development Authority

Overview

All information provided within this guidance document as of 19 March 2020 have been developed in line with the HSE Guidelines on how to mitigate the risks presented by COVID-19. Updates will follow as and when new information is provided by the relevant authorities.

This is not an official policy document. It has been created to support Activity Operators to mitigate as much risk as possible to their staff and Customers.

Controls and responsibilities are to be delegated by management.

In the event of a case of COVID-19 or the need for Customer self-isolation at your business, please visit the link below on the Health Protection Surveillance Centre's website to find out what immediate action you need to take:

https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/contacttracingguidance/

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Useful links

HSE Overview: Coronavirus (COVID-19)
https://www2.hse.ie/conditions/coronavirus/coronavirus.html

HPSC: Guidance for non-clinical settings - employers, education, transport and other sectors
https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/guidancefornon-clinicalsettings/

Fáilte Ireland: COVID-19
https://www.failteireland.ie/Utility/Covid-19.aspx

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Help prevent coronavirus

Wash your hands

Cover mouth if coughing or sneezing

Avoid touching your face

Keep surfaces clean

Stop shaking hands and hugging

Keep a safe distance

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Lack of accurate information	Displayed on website	Information from HSE www2.hse.ie/coronavirus/	Develop your policy on the management of Customer safety regarding COVID-19		Updated as and when necessary	
Cancellation policy	Displayed on website	Provide clear information on cancellation policy in place during COVID-19			Check daily and update as required	
Car park	Open bins	Keep all bins and area around bins clear of rubbish	Bins should have disposable bin liners and tied liners		Empty regularly (as required)	
Entrance	Door handles	Signage and additional hand sanitiser to be available both inside and outside of the main entrance doors	Insist all customers and staff use the hand sanitiser before proceeding to reception or public areas		At all times	
Accurate information	Bookings	Provide staff with a clear and consistent message to Customers enquiring about their booking by email and phone, including a reference to containment measures in place e.g. social distancing, hygiene measures, etc.			Check daily and update as required	

Arrival of Visitor

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? *Minimum Requirements*	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Shaking hands	Reception	Ensure that staff do not shake hands with Customers and/or others	Place a sign on reception to highlight this in a friendly manner e.g. 'please don't take offence if we don't shake hands – this is for your safety. We value your custom'		At all times	
Washing hands	Reception	Clear signage at entrances and on desk at eye level at Reception Desk to remind Customers and workers to wash hands with soap and warm water frequently			At all times	
Close contact with Customers	Reception	Signage to ask Customers to refrain from close contact with reception staff	Put visible references in place to indicate safe distance especially for groups of three or more		At all times	
External contamination from other Customers	Reception	Hand sanitiser at reception	Signage in place to remind Customers to wash hands before going to reception		Signage on display at all times and sanitiser replaced as soon as container is empty	
Untrained staff	Reception	Basic training for all front office staff on the signs and controls re COVID-19	Sufficient staff and continuity of staff		Ongoing	

Arrival of Visitor

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Counter tops and reception areas	Reception	Disinfect	Regularly (as required) *Check HSE guidelines* www2.hse.ie/coronavirus/		Disinfect the counter tops after each customer	
Social Distancing at 'Check In'	Reception	Put in place queuing measures which encourage sufficient social spacing as outlined in HSE guidelines			At all times	
Taking bookings	Reception	Pre-book where possible. If not possible, reception personnel to take the visitor booking.	Remove pens. Staff maintain own pen.		Disinfect staff pens after each use and replace regularly (as required)	
Documentation and brochures for Customer information	Reception	Remove any tourist information collateral, newspapers and books	Remove brochures from area		Signage on display at all times asking people to remove or dispose of newspapers	
Stair handrails	Stairs	Disinfect handrails and other hard surfaces.			Disinfect regularly (as required)	
Door plates handles and areas of doors used to push open doors	Reception / waiting areas	Where possible, keep doors open (keep fire regulations in mind)	Disinfect surfaces especially door handles and areas used to push open doors		Disinfect regularly (as required)	

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Bins for Customer use	Reception	Use lidded pedal bins with plastic bin liner with ties	Remove bins from area		Empty and disinfect regularly (as required)	
Receipts / invoices for Customers	Reception	Offer to email invoices or confirmation of payment			On request	
Entry Tickets / Wrist Bands etc.	Reception	Disinfect	Staff handling the entry tickets to wear gloves (Not a substitute for washing hands)		Regularly throughout the day	
Payment facilities	Reception	Encourage the use of card and contactless payments where possible	Disinfect payment machines Staff handling cash to wear gloves (Not a substitute for washing hands)		Disinfect after each use	

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Hard surfaces

All areas that customers may touch regularly (e.g. areas of doors used to push open doors) | Entrance doors, touch screens, information boards, public toilets | Disinfect hard surfaces where the risks identified exist | Provide customers with antibacterial cleaning supplies to use

Provide signage and hand / respiratory hygiene to remind customers to wash hands regularly | | Disinfect regularly (as required) | |

Visitor Management

What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Waiting areas	Entrance doors, touch screens, information boards, seats	Disinfect where the risks identified exist in your property	Only permit the flow of number of visitors to an area that meets with HSE guidelines Provide customers with antibacterial cleaning supplies to use Provide signage and hand / respiratory hygiene to remind customers to wash hands regularly		Disinfect regularly (as required)	
Visitor number management	Inadequate social spacing	Social spacing– determine the maximum number of visitors and staff permitted during activity that ensures social spacing requirements are met.	Session ideally should be restricted to pre-booked customers		During check in /bookings and all experiences	

Activity Equipment

What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Hard surfaces All areas that customers may touch regularly (e.g. areas of doors used to push open doors)	Entrance doors, touch screens, information boards	Disinfect hard surfaces where the risks identified exist	Provide customers with antibacterial cleaning supplies to use Provide signage and hand / respiratory hygiene to remind Customers to wash hands regularly Disinfect regularly (as required)		Disinfect after each visitor uses them	
Activity equipment (Canoe/kayak, bicycles, helmets, riding hat, bodhrans, etc.)	Over handling of equipment	Disinfect all equipment with sanitising wipes that are handled frequently by visitors & staff	Provide signage to advise Customers and staff of risk of handling equipment Provide wipes / gloves for customer / staff use (Not a substitute for washing hands)		Disinfect after each visitor uses them	
Customer instructions /guidelines/information	Throughout the Activity Centre	If laminated, disinfect If not, remove and display in a display case or provide verbally	Information can be emailed to pre-booked reservations		Disinfect after each visitor uses them	

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Public Toilets	Disinfect ALL surfaces, paying particular focus on door handles, water taps, faucets, hand dryers, etc.	Provide customers with antibacterial cleaning supplies to use Signage to remind customers to wash hands regularly Hand / Respiratory Hygiene	Undertake a deep clean (daily) if possible		Disinfect regularly (as required)	
General contamination	Public Toilets, including baby changing facilities and the accessible toilets (if available)	Provide signage with pictorial instructions on how to correctly wash hands. Ensure water and soap available to Customers.	Undertake a deep clean (daily) if possible		Signage on display at all times and sanitiser replaced as soon as container is empty	
Hand dryers	Public Toilets, including baby changing facilities and the accessible toilets (if available)	Provide a disposable alternative to hand dryers (e.g. paper towels)			Check supply during each hourly visit by cleaning staff	
Bins for customer use	Public Toilets, including baby changing facilities and the accessible toilets (if available)	Provide lidded pedal bins with plastic & tied liners			Empty bin and disinfect regularly / as required	

Back of House (Staff Areas)

What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Door plates, handles and areas of doors used to open doors	Staff areas and offices	Where possible, keep doors open (keep fire regulations in mind)	Disinfect surfaces especially door handles and areas used to push open doors		Disinfect regularly (as required)	
Desks and hard surfaces	Staff areas and offices	Disinfect all hard surfaces	Provide staff with antibacterial cleaning supplies to use		Disinfect regularly (as required)	
Hard surface in staff bathrooms (e.g. taps, plugs, grab rails etc.)	Staff bathrooms	Disinfect all surfaces	Deep Clean Signage to remind staff of hand and respiratory hygiene and handwashing guidelines		Disinfect regularly (as required)	
Appliances in staff room (e.g. kettle, microwave, remote controls etc.)	Staff areas	Disinfect all appliances with focus on outlined risk areas	Provide signage to advise staff of risk of using appliances and if wipes/ gloves are provided, to use where required. (Not a substitute for washing hands)		Disinfect regularly (as required)	
Pens for staff use (Sharing pens between staff, pens in mouth, pens stored in hair / behind ears)	Stationery	Each staff member to keep their own pen, and wipe with disinfectant			Disinfect hourly (as required)	

Back of House (Staff Communication)

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Inaccurate staff briefing / inconsistent messages	Communication with staff	Pre Shift updates/ briefings re: current HSE guidelines and any recent changes			Before each shift (as required)	
Incorrect or out of date contact details for staff	Communication with staff	Ensure contact details for all staff are up to date (e.g. mobile numbers)	Develop a 'cascade' emergency communications plan.		As required	
Unprofessional and inaccurate signage	Signs and notices	Print and display signage available online www.failteireland.ie/Utility/Covid - 19.aspx https://www.hse.ie/eng/services/news/ne wsfeatures/covid19-updates/partner-resources/			As required	
Multilingual signs and information	Signs and notices	Offer materials in multiple languages to educate customer in various languages about hand and respirator hygiene			As required	

Policies & Processes

What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Handling of documentation by various staff members	Staff process and procedure documents	SOPs, recipes, rotas, bookings, etc. used by staff may be laminated if possible	If laminated, disinfect		Disinfect regularly (as required)	
Uniformed staff with inadequate direction	COVID-19 case possible / some present with symptoms	Ensure staff are aware of steps to take and appoint senior staff as deputies to lead teams	Plan the steps you will take in the unlikely event that a case is identified with your property Follow HSE guidelines		As required	

Resources

What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Lack of trained staff for key tasks	Resourcing	Cross-train staff on key tasks to ensure cover if required			Ongoing	
Employee absences	Resourcing	Plan for the impact of employee absences, and determine alternative approaches or reallocating staff from non-essential tasks			Ongoing	
Insufficient scheduling of staff	Resourcing	Schedule rotas to ensure additional tasks are controlled e.g. hygiene measures	Ensure roster is reviewed to facilitate additional requirement of staff		Ongoing	

For Larger Activity Providers

Café /Food Areas – General

What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Doors	Dining areas	Door handles & plates should be disinfected and, where possible, doors left open			On a regular basis during the day and overnight	
Cross contamination	Dining areas	All Customers informed of policy to use anti-bacterial gel prior to entering the café	Informative signage displayed at entrance and within the restaurant. These are available on the HSE website https://www.hse.ie/eng/ser vices/news/newsfeatures/co vid19-updates/partner-resources/		At all times	
Physical greeting	Dining areas	Verbal greeting only between staff and Customers	Signage discouraging personal contact		At all times	
Table layout	Dining areas	Social spacing through meet & greet	Each table a minimum of two metres from the nearest table		At all times	

Café / Food Areas – General

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Customer management	Dining areas	Customers ideally seated by staff to ensure HSE Guidelines on Social spacing	Dedicated experienced host to manage and avoid overcrowding as per the HSE guidelines		During check in /booking and all Food & Beverage service areas	
Menus	Dining areas	Avoid usage of menus - use of blackboards and verbal communication	Where use of menus required, disinfect after every use and ensure Customer is aware of the process		After every use	
Order taking	Dining areas	Appropriate distancing when taking order	Individual pens and pads provided for each member of staff Handheld devices disinfected		Disinfect as required	
Poor hygiene practices	Dining areas	Good hygiene practices implemented during service as outlined under HACCP guidelines	Review HACCP guidelines, implement and train all front of house and back of house personnel		HACCP documentation kept up to date	

Café / Food Areas – General

What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Poor handling of equipment	Glassware	Minimal handling of glassware by stem or base	Informative signage on handling of glassware, particularly in clearing		At all times	
Poor handling of equipment	Cutlery and crockery	Minimal handling of cutlery & crockery	Where possible, cutlery should be wrapped in serviettes by staff who are observing good hygiene practices		At all times	
Poor handling of equipment	Cutlery and crockery	Minimal handling of cutlery & crockery	Cutlery stored in sterilised cutlery drawn covered in cling film or similar until required FIFO basis of use (First In First Out)		At all times	
Multi-use items	All condiments	Remove salt & pepper cruets	Provide disposable sachets or disinfect Salt & Pepper after each sitting		Immediately	

Café / Food Areas – General

What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Cross contamination	Buffet	This style of service should be avoided and serviced from back of house	No open displays			
Cross contamination	Buffet	In the event where it is required: - Limit service of food to a staff member - Maintain social spacing by avoiding querying systems - Stagger service - Install protective glass (if possible) - Food to be individually wrapped (e.g pastries)	No open displays		At all times	
Cross contamination	Carvery	All food service personnel must maintain good hygiene practices in compliance with FSAI guidelines	Where possible, staff should take the order and serve the customers		At all times	
Handling of trays	Trays	All trays are disinfected after each use			At all times	
Cross contamination	Napkins	Only use disposable napkins Provide suitable disposal methods at each table e.g. pedal bins			At all times	

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Cross contamination	Kitchen	HACCP practices implemented	Regarding food safety, the World Health Organization (WHO) has issued precautionary recommendations including advice on following good hygiene practices during food handling and preparation, such as washing hands, cooking meat thoroughly and avoiding potential cross-contamination between cooked and uncooked foods. More information can be found on the WHO website (www.who.int)		At all times	

Retail Outlet

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What are the risks to your Customers & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Customer management	Social spacing	Only permit a limited number of customers into the shop at any times.	Begin a queuing system outside the store – permitting one customer when another customer leaves the store	Dedicated and experienced staff to manage and avoid overcrowding as per the HSE guidelines on social spacing	Ongoing throughout the day	
Customer management	Social spacing	Arrange that adequate social spacing between customers when queuing at Check Out	Erect signage to remind customers of Social Spacing guidelines from HSE	Retail staff	Ongoing throughout the day	
Customer management	Handling stock	Recommend that customers don't handle stock until they intend to purchase them.	Erect signage to remind customer to not unnecessary handle goods in the store. Encourage staff to wear gloves (Not a substitute for washing hands) Wash / Sanitise hands after each customer	Retail staff	Ongoing throughout the day	
Payment	Handling cash	Encourage cashless payment (e.g. with bank cards) for purchased stock	Provide sanitising wipes for customers to use after payment is made. Regular sanitising of retail devices (tills, pin pads, etc.) Regular sanitising of retail counters	Retail staff	Ongoing throughout the day	