

COVID-19 guidelines for **Phase 3** of the revised roadmap for re-opening



Introduction

We understand that businesses may be struggling to manage the new set of risks which they find themselves facing. We have created this guide to help your clients and their employees protect themselves during this difficult time.

This guidance applies to:

- Cafés and restaurants providing on premises food and beverages, and pubs and hotel bars operating as restaurants
- Hotels, hostels, caravan parks and holiday parks
- Indoor gyms and exercise facilities, yoga, pilates and dance studios, sports clubs and public swimming pools
- Museums, galleries, theatres, concert halls and other cultural outlets, cinemas, music venues (excluding nightclubs and discos), leisure facilities, bingo halls, arcades, skating rinks, amusements parks
- Wellbeing services, e.g. chiropractic, massage therapy, acupuncture, reflexology and homoeopathy
- Hairdressers, barbers, nail and brow salons, beauty salons, spas, make up application services, tanning, tattooing and piercing services
- Driving schools
- All remaining retail (e.g. bookmakers), services and commercial activities
- Private transport, tour, event and private bus use, and vehicle hire

Group gatherings

Indoor gatherings of up to 50 people when conducted in line with public health advice are permissible.

Outdoor gatherings of up to 200 people when conducted in line with public health advice are permissible.

In this guide you will find...

- Employer's duties
- Permit phased return guidelines
- Further information
- Employee safety briefing sign off



Phase 3 of the revised roadmap for re-opening

Guidelines for Employers

Under the Safety, Health and Welfare at Work (SHWW) Act, 2005, employers have specific duties to **ensure the safety, health and welfare at work of all employees**.

The primary obligation under the SHWW Act 2005 is for the employer to “ensure, so far as is reasonably practicable, the safety, health and welfare at work of his or her employees.” Employers must be able to demonstrate that they have done all that was reasonably practicable and that to do more would have been grossly disproportionate to the risk.

While there is no expectation that employers will be able to guarantee that staff will not contract COVID-19, the 2005 Act requires employers to introduce specific health surveillance and protection measures in order to discharge their obligations.

Employers should also be familiar with requirements set out in the Safety, Health and Welfare at Work (General Applications) Regulations 2007 (where applicable).

Employers duties

Key duties include:

- managing and conducting all work activities to ensure, as far as practical, the safety, health and welfare of employees
- providing safe systems of work that are planned, organised, and maintained
- assessing risks and implementing appropriate control measures
- providing safe equipment including personal protective equipment, where necessary
- providing employees with information, instruction, training and supervision in relation to safety and health

Return to Work Safely Protocol

COVID-19 Specific National Protocol for Employers and Workers

A **Return to Work Safely Protocol**, is the result of a collaborative effort by the Health and Safety Authority (HSA), the Health Services Executive (HSE) and the Department of Health which has been designed to support employers and workers to put measures in place that will prevent the spread of COVID-19 in the workplace. You can find the **Return to Work Safety Protocol** here:

<https://www.gov.ie/en/publication/22829a-return-to-work-safely-protocol/>

This guideline document is not a substitute for the Return to Work Safety Protocol but has been prepared to provide general guidance on phased re-opening measures which should be taken to prevent the spread of COVID-19.

The HSA has been given the role of overseeing compliance with the Protocol and will respond to any complaints and carry out inspections.

Inspectors have the power to serve Improvement Notices or Prohibition Notices if they identify breaches. Employers who are in breach can leave themselves open to either being shut down and / or prosecuted.

Some questions to consider

As an employer you should think about the following:

- Has the work been adequately risk assessed in advance of returning to work?
- Are suitable arrangements in place?
- Can the work be done safely?
- Do you need to put control measures in place to further protect employees?

You should review / revise your approach as required.

COVID-19 Lead Worker Representative(s)

Employers should appoint at least one lead worker representative (LWR) who will work with them to ensure that the measures are implemented.

That person(s) must be fully briefed to oversee all matters related to managing the health and wellbeing of all employees.

Health Check for Returning Employees

Have clinically vulnerable individuals, who are at higher risk of severe illness (for example, people with some pre-existing conditions), been helped to work from home, either in their current role or in an alternative role or asked to take extra care in observing social distancing?

Have you established and issued a pre-return to work form for workers to complete at least 3 days in advance of the return to work? A link to this form can be found in the Health and Safety Documentation section on the next page.

Has a COVID-19 response plan been developed/updated?

Are suitable arrangements in place for dealing with a suspected case of COVID-19 in the workplace?

Employers also need to put in place provisions to support workers' mental health and wellbeing. This is so important at all times, but even more so now.

Legionella

Where water has been lying stagnant in lines, burcos, kettles, hot water tanks, taps etc. since March, you now need to ensure that no person becomes unwell by consuming this water.

Legionella organism is naturally present in water but when it is allowed to grow and multiply it becomes a health concern. It's growth occurs when water lies stagnant and reaches temperatures over 20° C.

A risk assessment should be conducted identifying the risks in the workplace and the necessary control measures.

See below the HSA Document on Control of Legionella Bacteria.

https://www.hsa.ie/eng/topics/biological_agents/specific_biological_agents_infections/legionellosis/covid-19_legionella_information_note.pdf

Health and Safety Documentation

Written procedures must be put in place for managing COVID-19 to ensure, in so far as is reasonably practicable, a safe place of work and safe use of equipment for all returning employees. This includes amending existing risk assessments to incorporate additional COVID-19 risk control measures, as well as the development and / or updating of a COVID-19 response plan.

The Health and Safety Authority (HSA) has published a number of checklists and templates which employers might find useful, please find below the list of guidelines and links to these templates.



Have these procedures been **communicated to all employees** in a form, manner and language that they understand?

HSA Templates

Return to Work Form [Word](#) | [PDF](#)

COVID-19 Response Plan
(word version currently unavailable) [PDF](#)

Employer Checklists

Checklist 1: Planning and Preparing [Word](#) | [PDF](#)

Checklist 2: Control Measures to Prevent Infection [Word](#) | [PDF](#)

Checklist 3: COVID-19 Induction [Word](#) | [PDF](#)

Checklist 4: Dealing with a Suspected Case of COVID-19 [Word](#) | [PDF](#)

Checklist 5: Cleaning and Disinfection [Word](#) | [PDF](#)

Employee Checklist

Checklist 6: Workers [Word](#) | [PDF](#)

Worker Representative(s) Checklist

Checklist 7: Worker Representative(s) Checklist [Word](#) | [PDF](#)

Physical Distancing

In order to slow the transmission rate of COVID-19 a physical distancing of a minimum of 2 metres is recommended by the HSE.

Things to consider:

- Travel to/from work – where possible workers should travel to work alone. Where this is not possible they should sit as far apart as the vehicle allows and keep windows open for additional ventilation. They should avoid using public transport if possible. Where this is not possible take all necessary precautions to reduce the possibility of infection
- Ensure the workplace can allow for the recommended 2 metre separation in so far as is reasonably practicable – these include general places of work as well as welfare facilities such as canteens and toilets

Where physical distancing recommendation of 2 metres cannot be achieved, additional risk control measures must be implemented as required.

Examples include:

- Install physical barriers, such as clear plastic sneeze guards between workers
- Maintain at least a distance of 1 metre or as much distance as is reasonably practicable
- Minimise any direct worker contact and provide hand washing facilities, and other hand hygiene aids, such as hand sanitisers, wipes etc. that are readily accessible, so workers can perform hand hygiene as soon as the work task is complete
- Organise breaks in such a way as to facilitate maintenance of physical distancing during breaks in canteens, meeting points etc.
- Stagger employee arrival / departure times to reduce crowding going into and out of the workplace
- Provide one-way systems for access / egress routes in the workplace where practicable
- Limit the number of people in the building



Social distancing floor graphics can be downloaded from
https://www.hsa.ie/eng/topics/covid-19/covid-19_coronavirus.html

Customer Facing Roles

Employers must:

- Eliminate physical interaction between workers and customers as much as is reasonably practicable through revised working arrangements. For example, through provision of online or phone orders, contactless delivery or managed entry
- Provide hand sanitisers at entry / exit points and encourage customers to use hand sanitiser as they enter the premises.
- Vary opening times and modes of operation.
- Encourage customers to avoid handling products whilst browsing if possible
- Install physical barriers and clear markings to ensure that contact between workers and customers is kept to a minimum and to ensure that queues do not form between customers as they wait to be served
- Implement a cleaning regime to ensure that contact points for workers and customers are kept visibly cleaned at all times
- Display the advice on the COVID-19 measures in visible locations to ensure that customers are also adhering to what is required

Coronavirus COVID-19

Coronavirus COVID-19 Public Health Advice

If you have fever and/or cough you should stay at home regardless of your travel or contact history.

If you have returned from an area that is subject to travel restrictions due to COVID-19 you should restrict your movement for 14 days. Check the list of affected areas on www.dfa.ie

All people are advised to:

- > **Reduce** social interactions
- > **Keep a distance** of 2m between you and other people
- > **Do not** shake hands or make close contact where possible

If you have symptoms visit hse.ie OR phone HSE Live **1850 24 1850**

How to Prevent

- Stop** shaking hands or hugging when saying hello or greeting other people
- Distance** yourself at least 2 metres (6 feet) away from other people, especially those who might be unwell
- Wash** your hands well and often to avoid contamination
- Cover** your mouth and nose with a tissue or sleeve when coughing or sneezing and discard used tissue
- Avoid** touching eyes, nose, or mouth with unwashed hands
- Clean** and disinfect frequently touched objects and surfaces

Symptoms

- > Fever (High Temperature)
- > A Cough
- > Shortness of Breath
- > Breathing Difficulties

For Daily Updates Visit
www.gov.ie/health-covid-19
www.hse.ie

Ireland is operating a delay strategy in line with WHO and ECDC advice

HSE | Rialtas na hÉireann Government of Ireland

Public information posters can be downloaded from https://www.hsa.ie/eng/topics/covid-19/covid-19_coronavirus.html

Information / Guidelines for Businesses Re-Opening under Phase 3

Various information / industry specific guidelines have been published to enable businesses to reopen safely following closure due to the COVID-19 pandemic.

The information / industry specific guidelines address risks to workers and the public. These will help business owners implement the mandatory Return to Work Safely Protocol that applies to all workplaces across the economy.

These documents can also be used to help, maintain and improve the ability of businesses to protect against, prepare for, respond to and recover from COVID-19 related disruptions.

Tourism & Hospitality

Fáilte Ireland, in collaboration with industry groups, has created a series of guidelines for re-opening, tailored to the various sectors of the Irish tourism industry. The guidelines are designed to support business owners and management in every step as they tackle the challenges specific to their industry.

These sector-specific guidelines offer detailed advice on the systems that should be implemented to help instil public confidence and reboot business while adhering to public health advice and Government protocols.

The guidelines provide comprehensive advice on re-opening for business owners, with an emphasis placed on the safety and wellbeing of employers, employees and customers.

Download the guidelines for re-opening for your sector:

- [Download an overview of guidelines for re-opening for all sectors \[pdf, 5mb\]](#)
- [Download the guidelines for re-opening pubs \(V1.1\) \[pdf, 4.3mb\]](#)
- [Download the guidelines for re-opening hotels and guesthouses \(V1.2\) \[pdf, 8.7mb\]](#)
- [Download the guidelines for re-opening B&Bs and historic houses \(V1.1\) \[pdf, 5.6mb\]](#)
- [Download the guidelines for re-opening self catering \(V1.1\) \[pdf, 5.6mb\]](#)
- [Download the guidelines for re-opening restaurants and cafes \(V2.1\) \[pdf, 4.8mb\]](#)
- [Download the guidelines for re-opening caravan and camping parks \(V1.1\) \[pdf, 5.4mb\]](#)
- [Download the guidelines for re-opening visitor attractions \(V1.1\) \[pdf, 5.7mb\]](#)
- [Download the guidelines for re-opening activity providers \(V1.1\) \[pdf, 6.1mb\]](#)

Hair Salons & Barber Shops

The Irish Hairdressers Federation (IHF) has published guidelines which it says will allow hair salons to reopen safely in Phase 3.

There are over 100 specific recommendations within the document to safeguard staff and customers.

The IHF guidelines have been developed in conjunction with the HSE and Health and Safety Authority (HSA).

Among its recommendations are the extensive use of PPE for stylists and customers, COVID-19 training for all staff, screening of customers when taking bookings, full sanitisation of workstations after each customer and salon visits and customer phone numbers recorded for contact tracing.

This specific guideline offers detailed advice on the systems that should be implemented to help instil public confidence and reboot business while adhering to public health advice and Government protocols.

The guideline provides comprehensive advice on re-opening for business owners, with an emphasis placed on the safety and wellbeing of employers, employees and customers.

Download the guideline for Hair Salons & Barbers here:

<https://irishhairfed.com/wp-content/uploads/2020/06/Re-Opening-Guidelines-for-Irish-Hair-Salons-and-Barber-Shops-June-2020.pdf>

Indoor Gyms & Exercise Facilities

The Expert Group on Return to Sport advises organisers to consider the following guidance.

This guidance should not be considered exhaustive, and organisers should consult other official sources, in particular the advice published by the HSE.

- In advance of the activity, participants should be asked to travel to the activity venue alone or with members of the same household. Sharing transport is not advised
- Encourage participants not to congregate at the beginning or end of the activity. Ask participants to arrive as close as possible to the activity start time, or to wait in their cars until the activity begins
- Participants should be asked to bring their own water bottles, towels and where possible personal equipment, and instructed not to share these with others. Personal equipment should only be shared with people from the same household
- Participants should be asked to wash hands on arrival, if possible, or to use hand sanitiser. If it is not possible to provide hand sanitiser at your location, participants should be asked to bring their own hand sanitiser with them
- Individual equipment provided to participants should be cleaned and sanitised before and after each activity session. It is recommended that time is scheduled between sessions to enable thorough cleaning and sanitisation to be conducted
- Sharing of equipment should be avoided wherever possible. If absolutely necessary, equipment should be cleaned and sanitised between use
- Participants should be spaced appropriately to maintain a minimum 2 metre physical distancing throughout the activity. Depending on the nature of the activity, it may be necessary to leave more space between participants
- Participants should be encouraged to adopt good respiratory hygiene, covering their nose and mouth when they cough or sneeze, and using a tissue which is immediately disposed of. Further guidance on hygiene and social distancing is available from <https://www2.hse.ie/coronavirus/>
- All participants should be advised to stay home if they feel unwell, and to consult their GP. If a participant becomes unwell during the activity, they should be isolated from other participants and return home as soon as possible

The use of showers and changing facilities should not be permitted.

The Expert Group also recommends that organisers maintain an electronic record of all participants for all sessions, with contact details. This will help to facilitate contact tracing in the event that a participant becomes ill with COVID-19.

Risk Management Guidelines COVID-19 Outbreak

Creches, Childminding Facilities & Pre-Schools

Let's Get Ready

As Early Learning and Care settings plan to reopen from 29th June 2020, the Let's Get Ready website provides guidance for children and parents preparing to return these settings. This is a gov.ie resource to support young children and their parents / guardians plan for returning to Early Learning and Care (ELC) settings or transitioning to pre-school or primary school for the first time.

Non-exhaustive re-opening checklist:

- Conduct a health and safety check of the premises as set out in the ECI Health and Safety checklist
- Risk assess all planned activities in light of COVID-19, in conjunction with relevant staff where applicable, and give due consideration to how usual practice may need to be adapted
- Have a clear procedure for how hand washing will be managed. Cleaning will be required at regular intervals. Decide on how this can be managed in your setting. Make this information available to staff and parents
- Consider how the premises can be best used to keep small, consistent 'play-pods' of children together throughout the day, and to keep the play-pods apart from each other
- Consider the measures that should be implemented to reduce the risk of transmission in your setting

- Develop a procedure to respond to a suspected case of Covid-19. Think about a space for isolation
- Communicate plans for the opening of the setting with parents and guardians, ensuring they are aware of all new measures put in place to reduce risk of transmission of Covid-19, how this impacts them, and their responsibilities in supporting this
- Consider any risk assessments that need to be undertaken to ensure the safe care of children can be maintained at all times, taking the need for staff breaks into account

Guidance and a self-assessment tool for Early Learning and Care and School-Age Childcare settings have been developed by Tusla Early Years Inspectorate to support registered providers to plan and operate safely within the Regulations during the COVID-19 global pandemic. More information can be found on the Guidance to Reopening website. In addition, guidance and templates for Early Learning and Care and School-Age Childcare settings have been developed by Early Childhood Ireland:

<https://first5.gov.ie/userfiles/files/download/588eb944b2e5a65a.pdf>

It is important when using any of these templates that providers make them relevant to their own setting and situation.



[Download the guidelines
for Creches, Childminding
Facilities & Pre-Schools](https://first5.gov.ie/userfiles/files/download/588eb944b2e5a65a.pdf)

Risk Management Guidelines

COVID-19 Outbreak

Museums, galleries, theatres, concert halls and other cultural outlets

Museums, galleries, theatres, concert halls and other cultural outlets can now reopen on 29th June as part of the revised Phase 3 opening.

Note: All of the above are subject to the Phases 3 and 4 restrictions on numbers for public gatherings and other important public health advice.

Mass gatherings will be limited to 50 people indoors and 200 people outdoors. If the presence of the virus remains low, this will rise to 100 people indoors and 500 people outdoors in Phase 4.

However, it's likely that individual venues will make decisions on reopening based on social distancing guidelines.

In order to provide a safe environment for employees and customers in light of the ongoing COVID-19 pandemic, the following safety measures should be put in place:

- All employees should receive specific COVID-19 training and PPE should be provided where the risk assessment has deemed it necessary, in line with government requirements
- Tickets should be available to book in advance on a website / via an app. Confirmation emails or e-tickets should be used instead of physical tickets
- Booking systems should be updated to allow friends and family sit together while ensuring a safe distance between customers from separate groups
- Start and end times should be staggered to reduce customers crossing paths and build-up of crowds in the foyer. Additional cleaning time should be added between time slots
- Screens should be in place at concessions areas where safe distancing cannot be maintained
- Till staff should be able to accept contactless card payments and Apple Pay / Google Pay mobile payments. The ticket machines should also accept contactless payments
- 2 Metre social distancing measures should be implemented across all areas
- Hand sanitizer stations should be provided for customers and employees
- Cleaning standards should be enhanced to clean and sanitise the high touch points
- All toilets should be stocked with anti-bacterial hand soap, and stringent hand washing guidelines clearly posted
- Trained staff should be on hand to help customers.

Hygiene

All employees should wash their hands well and often to avoid contamination – for a minimum of 20 seconds.

Other things to consider include:

- Ensure there is access to facilities to support hand hygiene (e.g. hand sanitiser / hand wipes / hand washing facilities)
- Display posters on how to wash hands in appropriate locations
- All surfaces should be regularly disinfected / cleaned
- Limit equipment usage to 1 person where possible – clean down touchpoints before and after use
- Try to avoid sharing of equipment – clean down touchpoints before and after use.
- Clean work areas at regular intervals. Further information on cleaning in non-healthcare settings is available from the ECDC at:
https://www.ecdc.europa.eu/sites/default/files/documents/Environmental-persistence-of-SARS_CoV_2-virus-Options-for-cleaning2020-03-26_0.pdf
- Ensure all employees:
 - practice correct coughing and sneezing etiquette
 - Wash hands before and after eating, smoking or vaping, after toilet use etc.
 - Dispose of used tissues correctly after use

PPE

Personal Protective Equipment (PPE) is any device or appliance designed to be worn or held by an individual for protection against one or more health and safety hazards. Examples of such include gloves, eye protection, high-visibility clothing and safety footwear.

Now more than ever PPE should be personal and not shared with any other person during the COVID-19 pandemic.

It is recommended that disposable gloves should not be worn in place of washing hands. Wearing disposable gloves can give a false sense of security and hands can become contaminated when gloves are taken off.

The advice up to this point regarding face masks is that they are unlikely to be of any benefit if the wearer is not sick – the preferred approach is to ensure social distancing and good hygiene measures.

The World Health Organisation has however recently changed its advice on face masks amid the coronavirus pandemic, saying they should be worn in places where the virus is widespread and physical distancing is difficult.

As a result of this the government is now recommending that face coverings be worn in public places, such as shops, and on public transport.

Further Information

Rialtas na hEireann

Government of Ireland

<https://www.gov.ie/en/publication/22829a-return-to-work-safely-protocol/>

The Health and Safety Executive

www.hse.ie

The Health and Safety Authority

www.hsa.ie

Faillte Ireland

www.failteireland.ie

Irish Hairdressers Federation

<https://irishhairfed.com/>

Expert Group on Return to Sport

<https://www.gov.ie/en/press-release/c7327-return-to-sport-expert-group-recommends-further-steps-towards-phase-2-protocols/>

Creches, Childminding

Facilities & Pre-Schools

<https://www.gov.ie/en/campaigns/1e8a3-lets-get-ready/?referrer=http://www.gov.ie/letsgetready/>

Phase 3 Return to work for most businesses Induction Checklist

The following checklist is intended as a guide for you to confirm with your employees that they are aware of the HSE / HSA guidelines for return to work. Use this checklist to confirm with each employee, that they understand the protocols under the following headings.

Health and Safety Documentation prepared & communicated to employees

Employee is aware of and has access to appointed COVID-19 LWR

Physical Distancing

Travelling to / from work

Written procedures for managing COVID-19 on return to work

Additional control measures where required 2 metre social distancing is not possible

Customer Facing Roles

Information/Guidelines for Businesses Re-Opening under Phase 3

Hygiene

Handwashing

Coughing / Sneezing Etiquette

Touchpoints

Cleaning / Disinfecting

Welfare

Toilets

Canteen

Work Equipment

Controlled Access / Use

PPE

Provision / Use

Trainer: (Name & Signature)	Date:
Staff Member: (Name & Signature)	Date:

Contact us

We understand the importance of working together during these difficult times. If we can help you, please get in touch.

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