











Cloth	Blue
PPE	N/A
Chemicals	• Sanitiser • Citrus degreaser
Reference	• Safety policies • Risk assessment manual • COSHH manual • DMLB • SOP - B0007 - Duty Manager pre-opening toilet checks • SOP - B0008 - How to complete hourly toilet checks

Step 1		<ul style="list-style-type: none"> • Duty managers must check prior to opening and throughout the day that all accessible facilities are in good working order at all times. Refer to SOP B0007 - Duty Manager pre-opening toilet checks. • Duty managers must ensure that toilet checks are completed a minimum of every hour including the accessible toilet facility. Refer to SOP - B0008 - How to complete hourly toilet checks.
Step 2		<p>External access routes:</p> <ul style="list-style-type: none"> • Ramps and entrances must be kept clear of obstruction at all times. • Access routes must be maintained in good condition, eg check entrance doors, lighting is working, hand rails are secure, flooring/flags/tiles in good condition. • If entrance doors are not easy to open, a working door bell must be available at low level for wheelchair users to alert employees that assistance is required. • Prior to opening check the door bell is working and audible at the bar.
Step 3		<ul style="list-style-type: none"> • Check there is a clear route from the accessible entrance to the bar. • Check that the route to the accessible toilet facilities is kept clear and free from obstruction at all times.
Step 4		<ul style="list-style-type: none"> • Where a radar lock is installed, a radar key must be available for customers at all times. • Store the key in an area only accessible to employees, and on request, open the door for the customer. Do not give the key to the customer. • Do not attach the key to any large objects. • Check the door is in good condition, well signed and the lock is working.
Step 5	 	<p>Handrails:</p> <ul style="list-style-type: none"> • Check the handrails are secure on the external and/or internal side of the door. • Check the handrails around the toilet are secure and in good working order. <p>• Store the movable handrail in the upright position when not in use.</p>

Step 6		<p>Emergency alarm:</p> <ul style="list-style-type: none"> • The emergency pull cord must be positioned 2 inches from the floor and have a red plastic triangle on the end. There must be a second triangle between 80cm and 1m from the floor. • The emergency alarm must be checked every day prior to opening. • Pull the cord - an audible high pitched alarm will be heard. Check that this is audible from the bar area. • The emergency alarm light will illuminate - this is positioned externally above the door or on the bar wall. • In the event that the alarm does not sound or the light does not illuminate, place an immediate call out via the property maintenance system. • Brief the floor employees to complete half hourly toilet checks in the accessible toilet until the system is repaired. • If the alarm cord is damaged, or the plastic triangles are missing, a replacement "Red Emergency Alarm Cord & Triangle" can be ordered via the property maintenance system, supply only order. • The replacement cord can be attached using the clip just below the fitting in the ceiling.
Step 7		<p>Emergency alarm reset switch:</p> <ul style="list-style-type: none"> • Once the alarm is tested and working, reset the system by pressing the reset switch. This will be located within the accessible toilet facility.
Step 8		<p>Passenger lift:</p> <ul style="list-style-type: none"> • Test the lift is working and clean prior to opening the pub each day. • If cleaning is required, use a clean blue cloth and sanitiser to wipe walls, doors, frames and handles. Use citrus degreaser to mop the floor. Dry with blue roll. • If the lift is not operational, place a call out via the property maintenance system. • Display an 'out of order' sign. • Brief all employees to ensure any customers with mobility issues who cannot get to the bar are served at the table throughout the duration of their visit. • If the lift fails with a passenger in it and the contractor cannot guarantee attendance within one hour, contact the emergency services for assistance.
Step 9		<p>Employees must be trained in the delivery of great customer service to all customers. This includes (but is not limited to):</p> <ul style="list-style-type: none"> • Assisting customers to access the premises when the access door bell is activated. • Moving furniture to allow wheelchair access. • Assisting customers in taking drinks to the table. • Providing explanations of menu items to partially sighted customers. Customers may be directed to the GoodFoodTalks app. • Supply a radar key on request. • What to do in the event the accessible toilet emergency alarm is triggered. • Get to know the specific needs of regular customers.

**Step
10**

- Check there are no slip, trip or fall hazards throughout the customer area.
- Check there are suitable table facilities in accessible areas.
- Do not use the accessible toilet area for any storage.
- Ensure all employees are fully trained on accessible facilities.
- Check PPMs are up to date on passenger lifts and the lift certificate is current.
- In the event of an emergency evacuation, ensure assistance is given to customers with additional needs.
- Any maintenance issues must be reported via the property maintenance system immediately.
- Registered assistance dogs are allowed on the premises.