



RIVENHALL HOTEL

## Rivenhall Hotel

# COVID-19 POLICY & PROCEDURE

### DOCUMENT CONTROL

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## **Coronavirus (Covid-19) company policy**

In this Coronavirus (Covid19) company policy you will find all the essential guidelines employees should follow during the coronavirus outbreak and temporary alterations of existing sick leave and work from home policies.

### **1. Policy Brief and Purpose**

This company policy includes the measures we are actively taking to mitigate the spread of coronavirus. You are kindly requested to follow all these rules diligently, to sustain a healthy and safe workplace in this unique environment. It is important that we all respond responsibly and transparently to these health precautions. We assure you that we will always treat your private health and personal data with high confidentiality and sensitivity.

This Coronavirus (Covid19) company policy is susceptible to changes with the introduction of additional government guidelines. If so, we will update you as soon as possible by email.

### **2. Scope**

This coronavirus policy applies to all of our employees who physically works at the Hotel.

### **3. Policy Requirements**

Here, we outline the required actions employees should take to protect themselves and their co-workers from a potential coronavirus infection.

#### **4. Sick Leave Arrangements:**

- If you have cold symptoms, such as cough/sneezing/fever or feel poorly, follow government / NHS guidelines to free testing and request sick leave.
- If you have a positive Covid19 diagnosis, you can return to the Hotel **only after** you have fully recovered with a doctor's note confirming your recovery.

#### **5. Work from home requests**

The hotel operates on the basis of all staffs required to be onsite. As such there is no opportunity to work from home of duties to be carried out at the Hotel.

#### **6. Travelling/Commuting Measures:**

- All work trips and events will be cancelled/postponed and /or as approved by the Director until further notice and this is reviewed every month.
- In person meetings should be done virtually where possible, especially with non-company parties (e.g. candidate interviews and partners).

#### **7. General Hygiene Rules:**

- Wash your hands after using the toilet, before eating, and if you cough/sneeze into your hands (follow the 20 second hand washing rule). You can also use the sanitisers you'll find around the Hotel.
- Cough/sneeze into your sleeve, preferably into your elbow. If you use a tissue, discard it properly and clean/sanitise your hands immediately.
- Open the windows regularly to ensure open ventilation.
- Avoid touching your face, particularly eyes, nose and mouth with your hands to prevent from getting infected.
- Do not use or operate air conditioning systems in rooms
- If you find yourself coughing/sneezing on a regular basis, avoid close physical contact with your co-workers and take extra precautionary measures (such as requesting sick leave).

#### **8. Covid 19 – Procedure for management of infectious diseases**

Managing the risk of Covid 19 in the Hotel and preventing the spread of coronavirus involves dealing with direct transmission (for instance, when in close contact with those sneezing and coughing) and indirect transmission (via touching contaminated surfaces). Detailed risk assessments and control measures have been implemented to achieve this (see our detailed risk assessment on Covid19)

However, it is imperative that we maintain the safety of all our guests and staff by minimising contact with individuals who are unwell and ensuring that those who have coronavirus symptoms, or who have someone in their household who does, do not attend the Hotel and risk the spread of the infection. This is achieved by raising awareness and maintaining contact with staff and guests regarding everyone's wellbeing.

### **9. Main Symptoms**

The main symptoms of coronavirus are:

- High temperature – this means you feel hot to touch on your chest or back
- New continuous cough – this means coughing a lot, for more than an hour, or 3 or more coughing episodes in 24hours (if you usually have a cough, it may be worse than usual).
- Loss or change to your sense of smell or taste – this means that you have noticed you cannot smell or taste anything or things smell or taste different to normal.

Most people with coronavirus have at least one of these symptoms.

The Hotel has completed a detailed risk assessment to minimise the risk of staff/guests developing coronavirus. The above are prevalent in extreme cases though staff should be mindful of any symptoms.

### **10. Steps to follow should a guest or member of staff show symptoms**

The following steps must be followed:

- If a guest /staff member shows any symptom of Covid19, no matter how small, they must be isolated from the main group they are in.
- Any guest/staff member who displays signs of being unwell, such as having a cough, fever or difficulty in breathing, and believes they may have been exposed to coronavirus, is immediately taken out of the room and placed in a designated Hotel room where they will not come into contact with others.
- The Hotel Senior Staff calls for emergency assistance in accordance with Government Guidance.

### **11. Confirmed Cases/Extreme Symptoms**

The following steps should be taken if a staff member or guest tests positive for Covid19:

- Isolate the room the guest/staff occupied for 72 hours and carry out a deep clean to the area using disinfectant after this time has passed. Refer to the Hotel risk assessment

### **12 What Staff need to know and to educate others**

- Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.
- Wear disposable gloves and aprons for cleaning. These should be double bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with cleaning products provided. Pay particular attention to frequently touched surfaces and areas, such as bathrooms, grab rails in corridors and stair wells and door handles.
- If an area has been heavily contaminated, such as with visible bodily fluids, use protection for the eyes, mouth and nose as well as wearing gloves and an apron.
- Wash hands regularly with soap and water for 20 seconds and after removing gloves, aprons and other protection used while cleaning.

### **13 Principles of cleaning after the case has left the setting or area**

Personal Protective Equipment (PPE)

The minimum PPE to be worn for cleaning an area where a person with possible COVID-19 is face covering / mask, disposable gloves and an apron. Hands should be washed with soap and water for 20 seconds after all PPE has been removed.

If a risk assessment of the setting indicates that a higher level of virus may be present (for example, where unwell individuals have slept, such as a Hotel room) or there is visible contamination with bodily fluids then the need for additional PPE to protect eyes, mouth and nose might be necessary.

#### **14 Cleaning and Disinfection**

Public areas where a symptomatic individual has passed through and spent minimal time, such as corridors but which are not visibly contaminated with bodily fluids can be cleaned thoroughly as normal.

All surfaces that the symptomatic person has come into contact with must be cleaned and disinfected, including:

- Objects which are visibly contaminated with bodily fluids
- All potentially contaminated high-contact areas such as bathrooms, door handles, telephones, grab-rails in corridors and stair wells.

Use disposable cloths or paper roll and disposable mop heads to clean all hard surfaces, floors, chairs, door handles and sanitary fittings, following one of the options below:

- Use either a combined detergent disinfectant solution at a dilution of 1000 parts per million available chlorine  
OR
- A household detergent followed by disinfectant. Follow manufacturer's instructions for dilution, application and contact times for all detergents and disinfectants

OR

- If an alternative disinfectant is used within the organisation, this should be checked and ensure that it is effective against enveloped viruses.

Avoid creating splashes and spray when cleaning.

Any cloths and mop heads used must be disposed of and should be put into waste bags as outlined below.

When items cannot be cleaned using detergents or laundered, for example upholstered furniture and mattresses, steam cleaning may be used.

Any items that are heavily contaminated with body fluids and cannot be cleaned by washing should be disposed of.

The Rivenhall Hotel has worked hard to develop an approach to the management of infectious diseases by adapting our cleaning provision due to COVID19.

Our approach to Cleaning/Hygiene can be summarised as:

- Hand sanitiser units to be located at the entrance at Reception to allow guests/visitors to clean hands on entry and re-entry to the Hotel.
- Posters are displayed throughout the Hotel reminding guests, staff and visitors to wash their hands e.g. before entering and leaving the Hotel.
- Guests, staff and visitors are encouraged to wash their hands with soap or alcohol-based sanitiser (that contains no less than 60% alcohol) and follow infection control procedures in accordance with the PHE's guidance.
- Antibacterial wipes and spray to be used in every room and surface and door handles ensuring any bacteria and infection risk is mitigated.
- Deep cleans have been completed or scheduled with our housekeeping team prior to opening.
- If staff or guest fall ill or show symptoms of COVID19, the area will be cleared and a deep clean undertaken.
- Regular meetings with staff to adapt arrangements and manage risks during this period.

Traditional cleaning hours will be maintained to ensure that all areas of the Hotel receive a thorough clean combating the spread of infection with a particular focus on the at-risk areas and areas of heavy use during the reopening of the Hotel.

In addition to the regular cleaning hours, additional resource is being mobilised to provide cleaning throughout the Hotel whilst guests and staff occupy space.

A member of the housekeeping team will be on hand to provide additional services and deliver the following specification of cleaning throughout the day to high risk/priority areas:

### **15 Toilet Facilities**

After every 2 hours and after any additional use the following will take place:

- Antibacterial wipe down of door handles
- Antibacterial wipe down of toilet flushers/handles
- Antibacterial wipe down of sinks, basins and taps
- Antibacterial wipe down of soap dispensers
- Antibacterial wipe down of mirrors
- Disinfectant and clean of any spillages on floor

### **16 Restaurant/Bar**

Following cleaning will take place every 2 hours where unoccupied

- Antibacterial wipe down of tables
- Antibacterial wipe down of chairs
- Antibacterial wipe down of desks
- Antibacterial wipe down of any additional surfaces in use or present in the room (side tables/tables/laptops/fixed PC's)
- Antibacterial wipe down of door handles
- Antibacterial wipe down of light switches
- Antibacterial wipe down of hand sanitiser dispensers (fixed and loose)
- Clean of any spillages on floor using appropriate products to kill bacteria on surface
- Empty closed lid bins and dispose of any rubbish

### **17 Corridors**

The following will take place throughout the day while corridors are unoccupied:

- Antibacterial wipe down of door handles
- Antibacterial wipe down of door push plates
- Antibacterial wipe down of light switches
- Antibacterial wipe down of glass panels/surfaces
- Clean of any spillages on floor using appropriate products to kill bacteria on surfaces

### **18 Stairwells**

The following will take place throughout the day while corridors are unoccupied or directly after heavy use:

- Antibacterial wipe down of handrails/banisters
- Antibacterial wipe down of all glass surfaces/panels
- Clean of any spillages on floor using appropriate products to kill bacteria on surface

### **19 Covid 19 Symptoms**

Where a guest/staff falls ill or has symptoms of Covid19:

- Dry Cough
- High Fever
- Loss of taste/smell

Staff/guest to isolate in a hotel room. Contact Emergency services for further guidance/advice.

No member of staff should administer any medicines unless a request form has been completed by the guest/staff. Only paracetamol is kept in a locked safe in the office.

## **20 Covid19 supply and use of Personal Protective Equipment**

To ensure all staff feel safe to return to their roles, the Hotel will provide Personal Protective Equipment to protect against the spread of Covid 19.

Staffs will be provided with the following items of PPE:

- Sanitiser stations located in various areas around the Hotel
- Face masks to provide cover of mouth and nose
- Polythene medical aprons
- Single use disposable powder free gloves
- Visors for special use only – see Hotel risk assessment

PPE will be made available for staff who want to use the equipment at their discretion whilst to provide comfort and protect from the risk of infection.

There are also times when PPE must be used as a rule and in line with this procedure.

Use of PPE:

Prior to use of PPE staff must:

- Thoroughly wash hands for 20 seconds using antibacterial soap/handwash
- Use hand sanitiser (60% alcohol)

After using PPE staff must:

- Thoroughly wash hands for 20 seconds using antibacterial soap/handwash
- Use hand sanitiser (60% alcohol)
- Dispose of single use PPE (gloves/aprons)
- Dispose of soiled PPE

Gloves must be disposed of after use but face visors used for this purpose can be wiped down with antibacterial spray and used again.

Managing Stock

The Operational manager is responsible to manage the dissemination of PPE to staff as required and packs of PPE will be made up for use in the Hotel.

Duty Manager will monitor stock levels and order more items as required or when stocks drop to 50% of the initial limit.

## **21 Laundry**

Wash items in accordance with the manufacturer's instructions. Use the warmest water setting and dry items completely. Dirty laundry that has been in contact with an unwell person can be washed with other people's items.

Do not shake dirty laundry, this minimised the possibility of dispersing virus through the air.

Clean and disinfect anything used for transporting laundry with your usual product, in line with the cleaning guidance above.

## **22 First Aid**

First Aid boxes are located:

- At Reception
- In kitchen
- In the staff room

The operational manager is responsible for regularly checking that the contents of first aid boxes are complete and replenished, as necessary. A check should be made at least weekly during phased re-opening of the Hotel from August 2020.

All first aid boxes are to be wiped with antibacterial spray and thoroughly cleaned after use.

Staff to wear gloves whenever handling first aid boxes and follow PPE guidelines for administering first aid.

First Aiders:

The Hotel has sufficient numbers of first aiders (including Initial First Aid at work and Emergency First Aid)

A list of first aiders is displayed in the staff room and reception office.

Administering First Aid:

Staff must wear the following items of PPE when administering first aid and unable to meet social distancing requirements:

- Face Mask / covering
- Gloves
- Apron

Once the process is completed staff must remove all items and place in a disposable bag. Staff must immediately wash their hands after use and use available hand sanitiser within the Hotel. Until hands have been washed staff must ensure that they do not touch their face.

PPE to administer first aid must only be used once and then disposed of immediately within a closed lid bin.

Performing CPR

If a significant injury or case of illness occurs, always contact emergency services. However, if CPR is required, mouth to mouth contact **should be avoided** and chest compression techniques employed or use of defibrillator where they are available.

Managing the spillage of bodily fluids

In the event of bodily fluids being spilled within the Hotel, ensure that you keep people away from the area. Use a spill-kit if available and use the PPE provided by the Hotel and follow the use of PPE procedure. If no spill-kit is available, place paper towels/roll onto the spill, and seek further advice from emergency services when they arrive or complete deep clean (using onsite dedicated cleaning staff) when the injury is minor and does not warrant emergency service involvement.

## 23. Health and Safety

Safety Features

- Staff follow all safety protocols as directed by local authorities
- Shared stationery such as printed menus, magazines, pens and paper to be removed
- Hand sanitiser and anti-bacterial wipes and gloves in key areas
- First aid kit available

Cleanliness and Disinfecting

- Use of cleaning chemicals that are effective against coronavirus
- Linens, towels and laundry washed in accordance with local authorities' guidelines
- Guest accommodation is disinfected between stays
- Guest accommodation sealed after cleaning
- Guests have the option to cancel any cleaning services for their accommodation during their stay.

Food and Drink Safety

- Physical distancing in dining areas
- Food can be delivered to guest accommodation

#### COVID-19

- All plates, cutlery, glasses and other tableware have been sanitised.

#### Physical Distancing

- Contactless check-in/check-out
- Cashless payment available
- Physical distancing rules followed
- Mobile app for room service
- Screens or physical barriers placed between staff and guests in appropriate areas

23. General Rules to be observed and staffs to be aware of

(Added April 2021)

### **In the Hotel, you and all the other guests should:**

- Follow the general guidance about staying at home and social distancing

Further Information can be found: [COVID-19 Coronavirus restrictions: what you can and cannot do - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/coronavirus-restrictions-what-you-can-and-cannot-do)

- Behave in the same way as a single household if one of you has symptoms of coronavirus (COVID-19)

Further Information can be found: [Self-isolation and treating coronavirus \(COVID-19\) symptoms - NHS \(www.nhs.uk\)](https://www.nhs.uk/conditions/coronavirus-symptoms/)

- Make sure all shared areas are cleaned regularly and kept well ventilated

**If you're shielding because you have a high risk of getting seriously ill from coronavirus, spend as little time as possible in the shared areas.**

### **Rules and Regulations**

- If ANY guest has symptoms of COVID-19 they **MUST arrange to** get tested.
- If ANY guest has tested positive for COVID-19 they **MUST** isolate for 14 days. **They MUST advise the Hotel Immediately, preferable in writing.**
- In the case that symptoms or a positive test occur you are **NOT PERMITTED** to enter any communal areas.

### **Testing Advice**

Guidance on coronavirus testing, including who is eligible for a test and how to get tested is available at [Coronavirus \(COVID-19\): getting tested - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/coronavirus-getting-tested)

Anyone who displays symptoms of COVID-19 (or lives with someone with symptoms) can and should get a test. Essential workers have priority access to testing.

### **Waste Disposal – COVID-19**



Waste (including disposable cloths and tissues) from anyone living in the hotel who are / have been showing symptoms recently or has been tested positive should:

- Put it in a plastic rubbish bag and tied when full and keep inside their room.
- Place it in a second bin bag and tied and keep inside the room.

This can then be put it with the normal waste **after at least 72 hours**.

If storage for at least 72 hours is not appropriate, arrange for collection as a Category B infectious waste, either by your local council or by a specialist clinical waste contractor. They will give orange clinical waste bags to put your bags into so the waste can be sent for appropriate treatment.

### **Essential information relating to regulations**

As a hotel, it is important that decisions and arrangements are related to our own situation, the characteristics of our guests and service users and local circumstances.

All regulations are being following and have put in place are taken and made with a risk-based approach as the situation develops and we continue to monitor the situation closely. Any actions and services that relate to the health and safety of our guests are our top priority.

Buildings are a hub for spreading disease. This is the key reasons and is why it is essential the following should continue to be strictly abided by:

- Wear a face covering in all communal areas INCLUDING corridors.
- Disinfect surfaces in Communal Areas before and after use.
- Keep to two-meter distance

**All guests / staffs will be updated when any lifting of restrictions through our updates via emails and leaflets/posters.**

### **Rooms and Lounges (For our guests)**

- **Do not** let people into your rooms/flats and keep a safe distance from other people in your building when moving around the hotel.
- **Do not** allow visitors into the premises without the permission of the Hotel.
- **Please do not** hang around or congregate in the hallways, front of building, lounges or bar areas - you must keep a safe distance from people and each other at all times.