



Novel Coronavirus (Covid-19) : Self Isolation Policy

The Novel Coronavirus (Covid -19) has resulted in a global pandemic. Public Health England monitors the situation and issues advice which we shall be observing at Number 63.

There is currently no vaccine available to prevent Covid -19 acute respiratory disease . The best way to prevent infection is to avoid being exposed to the virus.

All guests who develop symptoms , however mild, should 'self isolate' (remain in bedroom) as should guests who are accompanying them or who have been in contact with them.

In the event of this happening then the following procedure should be observed:

- Reception staff should advise Manager .
- Manager should advise staff that guest/s has /have 'self isolated'.
- Call guest/s and ask if room needs servicing or there is anything that they need e.g. bottled water.
- It may not be practical to offer a full room service , however, the guest/s should be offered clean sheets and/or towels ,bath mat, additional toiletries, toilet rolls, paper tissues, supplies of tea/coffee/milk.
- Any items requested should be delivered to the guest/s' room by a member of staff wearing appropriate Personal Protective Equipment (PPE) and placed outside the door.
- A personal laundry bag and waste bag should be placed with the items.
- Call guest/s and advise them that the items requested are outside the door.
- Request the guest/s to put any dirty laundry into the personal laundry bag and all other waste into the personal waste bag.
- Guest/s should telephone and request removal of these bags, they should then place the bags outside the door ready for collection by a member of staff wearing disposable gloves.
- Member of staff should take bags to the designated storage point to await disposal.
- Staff member should then remove PPE and dispose of it .

The guest/s may need to be 'self isolated' for a number of days in which case a meal service may be required:

- Advise guest/s that whilst meals can be offered the service may be limited.
- Explain that it will be necessary to use disposable plates ,drinking vessels and cutlery.
- Meals requested ,together with a personal waste bag, should be delivered on a tray to the guest/s' room by a member of staff wearing appropriate PPE and placed outside the door.
- Call guest/s and advise them that the meal had been delivered and is outside the door.
- Request the guest/s to put all meal waste into the personal waste bag .

- Guest/s should telephone and request removal of the bag and the tray, they should then place the bag and the tray outside the door for collection by a member of staff wearing appropriate PPE..
- Member of staff should take bag to the designated storage area to await disposal.
- The tray should be thoroughly cleaned using a hot wash.
- Staff member should then remove the PPE and dispose of it.

Where there is no longer a need for 'self isolation' then the guest/s may resume normal activities and room serviced as usual.

Once the guest/s has/have left Number 63 then the guest/s's room should be taken out of service and deep cleaned.

It would be appreciated if you would observe the above advice in the interests of public safety.

Note : Social Distancing (ideally 2 metres) is to be observed at all times .Hand Sanitiser Gel is to be used prior to entering all public areas of Number 63.It is recommended that you wear a face covering and disposable gloves whilst on duty.

Updated 21.7.20