



COVID-19 (Coronavirus)

Guidance for self-catering businesses

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As part of the tourism industry re-opening, Public Health would like you to consider the following measures to ensure a safer return to activity.

Principles of re-opening:

- Ensure staff and guests with COVID-19 symptoms do not attend the site, by making this information clear and available to all. The same principle applies if a household member is showing symptoms of COVID-19.
- Anyone developing symptoms at your business should be sent home immediately (if local, or isolate in their unit if not) and contact the helpline on 01481 756938 or 01481 756969 to arrange testing.
- If it is not possible for visitors to the island to completely self-isolate in the accommodation, i.e. they are sharing bathroom facilities, please contact the On Call Public Health Service (01481 725241) for advice on management of the situation.
- Phase 4 social distancing guidance should be followed and be modified appropriately as we move to Phase 5 and beyond.
- Enable good hygienic practices with the promotion of, for example, frequent hand washing, and provision of hand sanitiser on all communal areas.
- Keep a list of all staff, guests and visitors suppliers, contractors, etc. that enter the campsite. Avoid self-signing in/out. This should be done by a member of staff to avoid sharing pens/log books.
- Do not allow gathering of over 30 people in total. An accurate register of all gathering must be also kept (including name and telephone contact).
- Allocate scheduled times to household groups for the use of shared premises, such as laundry facilities.
- Use of indoor communal areas, such as games and TV rooms is not permitted.
- Outdoors play/recreational areas, such as playgrounds and swimming pools must only be used if individuals can maintain a 2 metre social distance and children must be supervised at all times.
- Staff should limit the time spent in staff rooms to a maximum of 15 minutes and observe social distancing at all times, in line current guidance in relation to the current phase.
- Shared staff utensils, such as cups and cutlery are not allowed, unless these can be put in a dishwasher. Please refrain from using tea towels or any other shared objects. Where this is not possible staff should be asked to bring their own crockery and cutlery and take it home with them to wash.
- Reservations and payments should be made over the phone, as much as possible.
- Do not use rooms without natural ventilation (windows to the exterior).



Enhanced cleaning

Enhanced cleaning policies should be brought in with immediate effect.

Enhanced cleaning proves to help reduce transmission during any outbreak.

- **A minimum of 4 times daily cleaning** is required of all frequently touched surfaces with particular attention to door handles, handrails, light switches, reception desks, and card machines, including communal areas where surfaces can easily become contaminated
- **Shared sanitation areas** including toilets, toilet flushes, sinks and taps should be cleaned on a four hourly basis between 06:00 and 22:00.
- **Thorough decontamination of these areas and surfaces should be done at least twice daily.** This means using a chlorine solution of a 1000ppm or other approved disinfection products – ensure these are effective against SARS-CoV-2 (information available on the product safety sheet).
- **Provide hand washing facilities** – these must be in adequate numbers, easily accessible for all (including children and people with mobility disabilities) and also include hand soap dispensers, paper towels and bins for paper towels. This can be replaced by hand sanitizer where hand washing is not possible, such as laundry rooms.
- **Staff with cleaning duties should use appropriate PPE** – a minimum of disposable gloves and disposable apron.

Cleaning Procedures

Please follow the following procedures after each unit is left vacant. These should not be reopened to other guests until they have been thoroughly cleaned.

- Before entering the unit, wash your hands, then put on a disposable plastic apron and gloves. If a risk assessment indicates that a higher level of contamination may be present or there is visible contamination with body fluids, then the need for additional protective equipment such as a fluid resistant surgical mask, and eye protection should be considered.
- Collect all cleaning equipment before entering the unit.
- The person responsible for undertaking the cleaning with detergent and disinfectant should be trained in the process.
- Open all windows and let the air in for as long as possible before cleaning.
- Begin by removing all waste and any other disposable items and place them in a plastic bag.
- Do not shake linen and avoid all necessary agitation. Remove and put in laundry bag immediately, don't leave it on the floor.
- Clean all surfaces, beds and bathrooms with a neutral detergent, followed by a standard strength chlorine-based disinfectant.
- Washable or disposable equipment (such as mop heads, cloths) must be used for environmental decontamination. These cannot be used from unit to unit without being replaced. If not disposable, they must be washed on a long cycle at least at 60 degrees Celsius
- Reusable equipment (such as mop handles, buckets) must be decontaminated after use with a chlorine-based disinfectant.



Bleach and Sterilising Liquids:

- There are many cleaning chemicals available which contain bleach (sodium hypochlorite). Choose one which is at least 4% sodium hypochlorite and dilute it as follows - Strong bleach solution: For surfaces visibly contaminated with body fluids a strong cleaning solution is needed (10,000 parts per million). Use 250ml bleach in one litre of water. Standard bleach solution: For all other cleaning 1000 parts per million is recommended. To achieve this add 25ml bleach to one litre of water.
- Make up the solution immediately before you need to use it, and dispose of it after use as they are less effective after a few hours.
- Protective equipment must be put on before going into the area to clean. This is necessary not only to protect the wearer against the chemicals they are using, but also to protect them from the virus and to avoid getting it on their clothes from which it can be spread.

Soft furnishings:

- Where there has been visible contamination with body fluids of difficult to clean items such as carpet, soft furnishings, cushions and mattresses, they should be disposed of.
- Otherwise use a steam cleaner. Washable items should be laundered on as hot a cycle as possible and then tumble dried.

Toilets:

- Close the toilet lid and flush several times. Clean all surfaces with a general use detergent. Ensure all areas including lids, handles and bathroom accessories are thoroughly cleaned using a general detergent. Let this air dry and follow this step by a second wipe with a chlorine solution, as described above. Remove any towels, bath mats etc. (in disposable plastic or washable bags) and launder as described below.
- If appropriate, remove the plug from the plug hole. Cover any soiling with paper towels and gently turn on the cold tap to rinse away as much contamination as possible. Thoroughly clean the area as described above.
- Clean the exterior of liquid soap dispensers and wall mounted paper towel dispensers or hand dryers, if applicable.

Kitchens:

- Any food left must be thrown away and the area thoroughly washed with hot water and detergent then treated with a bleach solution, as described on WCs.
- All exposed crockery, cutlery, salt and pepper dispensers must be put through the dishwasher.
- All contact surfaces must also be cleaned, such as door and drawer handles, hand rails, appliance buttons, light switches.



Waste

- Waste bins must be emptied regularly to avoid overflow and contamination.
- Staff and guests should be instructed to wash their hands thoroughly after using the waste collection facilities – bins, handles, etc.

Laundry

- Bedding, clothing and soft furnishings (such as curtains and cushion covers) which have been directly soiled or, could have been contaminated by airborne droplets where a visitor has been sick must be treated as contaminated material. Staff should wear suitable protective clothing, including gloves, masks and disposable aprons as a minimum when handling soiled laundry.
- Linen must be removed with care to avoid the creation of dust and placed in a laundry bag. Clothing must be treated similarly. The bag must be securely tied at the neck before being transferred to the laundry.
- Laundry chutes and storage areas must be regularly cleaned with a standard bleach solution to avoid the creation of a reservoir of infection.
- The washer should be capable of maintaining a temperature within the load of 65°C (150°F) for not less than 10 minutes, or preferably at 71°C (160°F) for not less than 3 minutes. For conventional machines aim to wash on a long cycle at 60°C.
- The linen should be dried (preferably by tumble drying as the heat will help eliminate any viruses that remain) ironed and stored in a separate area from the washing facilities to avoid cross contamination.
- Staff should not handle dirty linen then go to iron clothes etc without first changing and washing their hands.

Registers

In the event a positive COVID-19 case is identified and linked to your business, you will be required to provide a full list of people visiting your premises, including staff, clients, delivery personnel, visitors and chaperones. Please ensure you keep accurate records and designate a member of staff/team to keep this up to date.

General Preparation

In preparation for the re-opening of self-catering units, management teams are encouraged to:

- Assess **existing services and facilities** and analyse how their **physical location or use might contribute to mitigate the risk of COVID-19 transmission** in the campsite (e.g. common water



points, waste collection strategy, maximum number of guests, staffing levels, social distancing strategies, communal areas, shops, etc).

- Ensure that staff are familiar with the risk mitigation strategies and Public Health general guidance.
- Consider mobility and flow patterns in the site – limit congestion in communal areas, assess specific at-risk locations (e.g. a narrow path with no possibility to keep distance when crossing), provide “one way” circulation directions if necessary, and ensure clear and visible signs are placed in public spaces and facilities as required.

For further information on all aspects of the Coronavirus go to www.gov.gg/coronavirus

For health concerns call the Coronavirus helpline Tel 756938 or 756969