

Eynsham Hall Policy on COVID-19

Updated: 10th March 2020

The safety and wellbeing of our guests and employees is our priority and we will take all necessary precautions to ensure their continued welfare. We are actively monitoring the situation with regard to the outbreak of COVID-19 coronavirus and are following the guidelines provided by Public Health England. Our business continues to operate as normal and the standard terms and conditions on reservations continue to apply.

What is Coronavirus?

Coronaviruses (CoV) is a type of virus. This can cause illness ranging from the common cold to more severe diseases. Novel coronavirus, COVID-19 is a new strain which previously has not been found in humans.

Most coronaviruses spread the same way other cold-causing viruses do: through infected people coughing and sneezing, by touching an infected person's hands or face, or by touching things such as hand contact points that infected people have previously touched.

COVID -19 has an incubation period of 2-14 days, meaning that if someone has come into contact with someone who has the virus and remains well 14 days after, they have not been infected.

What are the symptoms of Coronavirus?

The typical symptoms are flu-like and include:

- Fever
- Cough
- Pneumonia
- Shortness in breath and breathing difficulties

The symptoms of coronavirus can be more severe in people with weakened immune systems.

How is Coronavirus spread?

It is often spread person to person by being in close contact with someone with coronavirus. This is thought to occur mainly via respiratory droplets produced when an infected person coughs or sneezes, similar to how influenza and other respiratory pathogens spread. It is currently unclear if a person can get coronavirus by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. It is important to note that the ease with which a virus spreads person-to-person can vary. Some viruses are highly contagious while other viruses are less so. There is much more to learn about the transmissibility, severity, and other features associated with coronavirus and investigations are still ongoing.

People who are without symptoms are thought to pose a much lower risk, if any.

Preventative measures to contain viruses spreading:

The following list provides recommended control measures we are undertaking to prevent the spread of viruses.

- Provision of alcohol gel dispensers (hand sanitisers of at least 60% alcohol). These are located throughout the site and are accessible to all employees and person(s) onsite.
- Regular sanitising of hand contact points e.g. door handles, telephones, handrails, keyboards. These are sanitised with a virucide sanitiser.
- Hand washing posters are displayed throughout the property, to increase visibility and profile on the importance of good hand washing.
- Staff have been reminded to reduce “hand to mouth contact”.
- When coughing, sneezing or wiping the nose, paper tissues should be used and disposed of immediately after use. This should be followed by washing hands; gel dispensers can be used.
- Management and third parties should avoid shaking hands with each other or standing too close when talking or interacting.

Extraordinary precautions to be taken by Eynsham Hall

Eynsham Hall will take the following additional actions to help prevent anyone from catching and spreading COVID-19 on its premises:

Frequently touched objects and surfaces will be sanitised regularly throughout each day. These include items such as:

- door handles
- tables in public areas
- offices and reception desks
- office, reception and bedroom telephones
- television remote controls
- WC seats & WC push plates
- washroom handwash sanitaryware & handwash taps
- refuse disposal bin lids
- hand-dryers
- all gym equipment, public changing room showers
- all portable kitchen equipment

All guest bedrooms will be serviced on a daily basis with surfaces sanitised as normal. Linen is provided by our contracted linen company, Johnsons Hotel Linen.

Advice for any guests and employees who are from or have recently visited countries or regions with specific restrictions identified by the Foreign & Commonwealth Office

Eynsham Hall will adopt all recommendations as stated by the Foreign & Commonwealth Office (FCO), as advice is issued and amended.

Category 1 Countries/regions:

Currently, guests or employees who have returned from Hubei Province, including Wuhan, Iran, Daegu or Cheongdo (Republic of Korea), any Italian town under containment measures or any Category 1 country/region in the last 14 days should self-isolate whether they have symptoms or not. Therefore, we will not accept such guests or employees to enter Eynsham Hall during this period. The FCO regularly updates the list of Category 1 countries/regions.

Category 2 Countries/regions:

Guests or employees who have returned from countries/regions listed as Category 2 by the FCO need not take any additional measures other than those, which apply to everyone. Currently Category 2 countries/regions include:

Cambodia
The rest of China, which is not listed as Category 1
Hong Kong
The rest of Italy, which is not listed as Category 1
Japan
Laos
Macau
Malaysia
Myanmar
The rest of the Republic of Korea, which is not listed as Category 1
Singapore
Taiwan
Thailand
Vietnam

Face masks

Public Health England advises that face masks are not recommended to protect from infection, as there is no evidence of benefit from their use outside healthcare environments. Eynsham Hall will not accept the use of face masks by its employees in carrying out their work duties, except those required as part of PPE equipment for specific health & safety tasks.

Public Health England recommends that the best way to reduce any risk of infection is through good hygiene and avoiding direct or close contact (closer than 2 metres) with any potentially infected person.

Policy in the event of a guest or employee becoming unwell and believing they have been exposed to COVID-19

If a guest or employee has not been to specified areas in the last 14 days, then the normal procedure will continue, i.e. they should depart from the hotel and seek medical advice, if required.

If a guest or employee becomes unwell and believes they have been exposed to COVID-19, Eynsham Hall will ensure that they are immediately removed from contact with any public areas and given a hotel bedroom for secure isolation. The guest or employee will be asked to open the window for ventilation. They will be required to use their mobile telephone or hotel bedroom telephone to call NHS 111 or 999, in the event of an emergency for advice and guidance.

Eynsham Hall confirms that any hotel bedroom used for isolation purposes, regardless of whether the individual tests positive or negative, will be professionally disinfected and cleaned under advice provided by Public Health England and will not allow access by any guest or employee until such time as the hotel bedroom has been certified as safe for use. All refuse will be disposed of under clinical waste guidelines.

Policy in the event that a member of staff, guest or member of the public with confirmed COVID-19 has recently been at Eynsham Hall

As per HM Government guidelines, the management team will liaise with the Public Health England local Health Protection Team to discuss the case, identify people who have been in contact with the patient and subsequently follow all advice on any actions or precautions that should be taken. Eynsham Hall will carry out a risk assessment with the Health Protection Team and follow the advice that results from this.

Employees certifying absence from work

Where an employee has been advised to self-isolate because of suspected COVID-19, in accordance with public health advice issued by HM Government or from their GP, Eynsham Hall shall not invoke the contractual condition period of time, known as “waiting days” with regard to company sick pay or SSP.

All employees are obliged to follow the normal reporting procedures and certification procedures, as stated in their Contract of Employment.