

COVID-19 - Safety Procedures – Washington Central Hotel

Further Information

<https://www.ukhospitality.org.uk/page/UKHospitalityGuidanceforHospitality>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>



Procedures and Policies

Area	Steps
Employees / Customers	In case of symptoms as below, please do not come to work or visit: <ul style="list-style-type: none">- Feeling feverish (muscular articular pains...)- Fever (from 37.5°C) - We have a thermometer onsite should you need it- Cough- Intense tiredness- Loss of taste and smell

<p>Organisation</p>	<p>General</p> <ul style="list-style-type: none"> - Please still maintain social distance where possible - We are encouraging guests to still wear masks unless exempted in public areas when moving around the building - Front of House staff will still be wearing masks unless exempted - The following PPE is available for all staff and guests <ul style="list-style-type: none"> o Surgical/cloth masks o Anti Bacterial Spray and cloths o Hand Sanitizer – however please use the soap and paper towels in toilets provided if possible - Please still use the hand sanitizer which is provided for all customers and staff on entering the building - Hand washing facilities are provided for all employees and you are encouraged to following the government guidance on regular hand washing – approx. every 30 minutes. - Contact less payment where possible – upto the value of £45.00 - Table service will still be offered to all guests - All guests must check in using the Track and Trace QR Check In or Cards to be filled in: <ul style="list-style-type: none"> o One per guest – not just one for the household <p>Lift</p> <ul style="list-style-type: none"> - Only two person at a time unless assistance is required or children need supervised <p>Spa and Gym</p> <ul style="list-style-type: none"> - Maximum 12 people in the pool at any one time - Maximum of 3 people in each gym area - Please all hotel guests change in your rooms and avoid use of the leisure changing rooms
<p>Covid Procedures - Residential Guest Ill on premise</p>	<ul style="list-style-type: none"> - Ask them to telephone reception to inform us rather than in person - Ask them to stay in their room along with any fellow members of the party or move them to another room if appropriate - Ask them to phone 111 for medical advice - Ask them to wear a mask when entering any public areas when leaving and to minimise contact with any surfaces - Ask them if they can to travel home and seek a test - Ask them to inform us of any test results - Staff must act with discretion and inform ONLY the general manager immediately - General manager to inform relevant authorities

Cleaning

- Cleaning Anti-Bacterial Product – BD200 – Concentration is 1.5 pumps for every 750ml dispenser – All surfaces including soft furnishings
- Cloths should be used uniquely for one task and disposable blue roll must be thrown away after each cleaning/decontamination and reusable cloths washed above 60 degrees
- All departments to consult their own cleaning schedules and check lists
- Departmental Manager responsibility to ensure they are adhered to and filled and signed as required and stored for inspection when appropriate

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