



## Policy for Guests & Employees.

The risk of catching the coronavirus, officially Covid-19, remains low in Northern Ireland as of , per the [Department of Health](#). However, we are monitoring the situation as it develops and preparing the business by reviewing our policies and procedures and ensuring that we have a contingency plan in place.

The DoH and UK government have published guidance on protecting yourself from coronavirus and minimising the spread of infection. This is being updated regularly, we are keeping a close eye on updates and will abide strictly to any advice given by the DoH or Government but need to maintain a business as usual attitude while taking every precaution.

If you have Covid-19 Symptoms, please do not attempt to check in or attend work at Belmore Court & Motel. If your symptom start while you are here please contact reception and isolate until further notice.

The main symptoms of coronavirus are:

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

### What are we doing to help protect our staff and customers?

Here are the steps that we are taking to try to protect against an outbreak at work and what steps should be followed.

- We've carried out risks assessment to ensure best possible hygiene practices in the workplace.

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- We've trained employees on recognising coronavirus symptoms as per the UK Government advice and the steps they should take if they suspect they may have come into contact with someone who is infected;
- We've provided alcohol-based hand sanitiser in all departments/areas of the accommodation.
- We've placed wall mounted sanitisers at entry points throughout the accommodation.
- We're keeping up to date with local government advice as well as World Health Organisation (WHO) updates and communicating these to employees;
- We're updating any policies and procedures which may be affected by an outbreak of coronavirus, including sickness, absence and agile working policies;
- We're continuously sanitising public areas and bedrooms and have housekeepers who are constantly wiping down contact surfaces.
- We're continuously sanitizing all office and workspaces
- We're asking employees to report to HR if they have been to a high-risk destination or if they have been in contact with someone who has been to a high-risk destination or if they have been in direct contact with anyone who has tested positive with the virus regardless of whether they are exhibiting symptoms. If you have any other suggestions on how we can improve these conditions, please email me at [terry@motel.co.uk](mailto:terry@motel.co.uk)

## What duties do you as an employee or guest have?

### **Wash hands properly and regularly:**

- after coughing or sneezing
- after toilet use
- before eating
- if in contact with a sick person, especially those with respiratory symptoms

### **Cover mouth when coughing and sneezing:**

- Cover your nose and mouth with disposable tissues
- If you don't have a tissue, cough or sneeze into your arm or sleeve (not hand)
- Put used tissues into a sealed bin

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- Wash your hands
- Do not Shake Hands with any Team Member and guests. Avoid at all costs.
- No cloths to be used for any wiping only disposal paper towels
- Constantly remind to refrain from touching face.
- Key point reminder sheet on what to do during work shift to be placed at staff entrance and time point machine.

### **Hand cleaning and sanitation**

- 1- On arrival and departure of the building
  - 2- Cash handlers sanitize every 15 mins minimum
  - 3- Breakfast Team - wash hands every 30 mins min
  - 4- Customer facing Team - wash hands every 30 mins min
  - 5- all others wash or sanitize every hour minimum or more often if you feel necessary & avoid touching face.
- The Sanitizer Spray to be distributed behind the front desk.
  - Housekeeping:
    - Disposable Gloves to be used when servicing every room
    - Disposed of after every room
    - Hands to be washed after every room serviced before new set of gloves used
    - Disposable Apron to be used per cleaning of room - protecting uniforms.
    - Public Housekeeping - when servicing bathrooms - Disposable apron to be worn and disposed of per service.

### **Breakfast Room (Once reopen)**

- Backs off all chairs to be sanitized twice a day
- Salt and Peppers on the table need to be wiped at the start and end of shift.

### **Uniforms**

- Team members need to wash their uniforms more frequently at a 60 degree wash.

### **Front Desk - Showcase due diligence**

- Key Cards:
  - Drop box to be placed for key cards on the front desk at check out.
  - All key cards in the box to be sanitized before being re put into circulation.
  - Have takeaway pens permanently on the desk counter for signatures of registration cards.
  - Pens to be wiped down in advance with alcohol wipes.

- Office staff to sanitize their own offices thoroughly each day.

An adequate supply of hand sanitisers, gloves, paper towels and disinfectant materials are available to all employees, throughout the hotel. Hand sanitiser units will be on display throughout the hotel. Please use the designated sanitiser chemicals for disinfectant purposes.

## Specific guidance for those at risk & protocol

We advise that team members not to travel abroad. However, in the instance that you have recently travelled to an area in which there is a spread of Covid-19 with community transmission, please notify HR and the General Manager.

### Employees & Guests

1. If you are or have been in an abroad please contact the General Manager in advance of returning to the workplace or staying in the B&CM
2. We request that all employees who have recently travelled or are planning on travelling to please notify HR of the dates and general location to which you plan to travel.
3. If you have returned from abroad in the past 14 days **and** have become ill with flulike symptoms, you are advised to contact your GP by phone and isolate yourself (i.e. stay indoors and avoid contact with other people).

### Symptoms include:

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

Note: you should **not attend** your GP's surgery (unless directed to) but contact the surgery by phone and inform the GP of your travel history and symptoms. If you do not have a GP, you should phone 111 or 999.

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4. If you have returned from an abroad in the past 14 days **and do not have** symptoms, you should visit <https://www.gov.uk/coronavirus> and contact the 111 helpline by phone for advice.

5. The same guidance (points 1, 2, 3 & 4 above), should be followed if you have been in close contact with a confirmed or probable case of Covid-19.

6. **IMPORTANT:** If you are confirmed to have contracted Covid-19, you must be cleared by the NHS / certified by your GP prior to returning to work.

We thank you for your cooperation with the above.

### **When must employees self-isolate or work from home?**

#### **Staying at home if you have symptoms (self-isolation)**

If your symptoms are mild, NHS 111 will usually advise you and anyone you live with not to leave your home. This is called self-isolation.

- Anyone with symptoms should self-isolate for 7 days from when their symptoms started.
- Anyone who does not have symptoms should self-isolate for 14 days from when the first person in your home started having symptoms

An employee who has developed symptoms should be on sick leave, and therefore not working.

Any specific questions on self-isolation or symptoms or attending work please contact Terry (terry@motel.co.uk) or call the Belmore Court & Motel at anytime 028 6632 6633.