

Othona Bradwell COVID-19 Policy

As everyone is aware only so well we are living in strange times. Here at Othona we are as committed to the idea of community as much as ever but we have to work out what that means in a pandemic. We want all guests and staff to stay safe whilst they are staying with us. We want to minimise the changes that are necessary so that people enjoy their time with us but there are certain changes that need to be made.

General guidelines:

- Any guest booked to stay with us should not come if they have any of the following symptoms; cough, fever, loss of taste/smell within the last 14 days before their visit, unless these symptoms are due to a pre-existing medical condition.
- We will check the temperature of guests on arrival and we reserve the right to refuse entry or cancel a reservation should anyone show symptoms for the protection and safety of the other guests and staff.
- Following recent government guidelines we can only take bookings from groups of six or less in number but as with other hospitality venues we can accommodate multiple groups of six.
- We are supporting the NHS Track and Trace programme by displaying the QR code for our site in the reception area, you can download the NHS COVID-19 app on your phone and scan in when you arrive.
- Face coverings will have to be worn in all communal areas when not sitting to eat or drink as per the recent guidelines.
- We will maintain the recommended 2 metres social distancing measures where possible.
- All of our staff and volunteers have attended the HIT course (Infectious disease control) to minimise the spread of infectious diseases.
- We will employ more stringent and regular cleaning protocols to minimise risk (detailed in the Cleaning protocols page)
- All of our staff have been issued with the correct PPE and will use it as appropriate.
- Staff will be trained on the correct wearing of PPE and relevant infection prevention procedures.
- All of our staff will self-assess for any signs of coronavirus on a daily basis and appropriate action in line with NHS guidelines will be taken should any become ill.
- We will ask guests to bring their own hand sanitiser for personal use.
- We reserve the right to ask any guest who does not comply with the social distancing regulations to leave for the safety and protection of all the others staying here.
- We would encourage guests to make contact free payments or pay by bank transfer/paypal if possible.
- We will not be able to provide transport to Southminster Station for collection/drop-off so we ask those coming by public transport to ensure they coordinate their trip with the local bus service
- Whilst we will endeavour to minimise any risk of infection during your stay here it will be your responsibility to keep yourself safe. If you see anything of concern please bring it to our attention.
- We reserved the right to close the Centre without notice if necessary should an outbreak of coronavirus occur during your stay here.

Changes to Communal areas

- There will be sanitising stations set up at key points around the buildings with paper tissue
- Paper hand towels will be available in all hand washing areas
- There will be increased cleaning of all communal areas with multi-surface disinfectant effective against coronavirus.
- Where possible the doors within the buildings will be propped open to minimise hand contact.
- We will put a priority system into place in corridors with the appropriate signage and arrows.
- Where required we will put signage to designate the 2 metre mark for distancing
- Each person/group will be assigned a table in the dining area for their stay
- The tables will be spaced 2 metres apart with dedicated chairs
- The kitchen staff will serve meals already plated up onto the counter and guests can come up table by table to collect these.
- All cutlery and crockery to be cleaned and disinfected after use.
- Staff working in the kitchen will wear appropriate PPE
- All staff have been trained to food hygiene level 2
- Tea and coffee will be available in the dining room and guests can use the hot tap in the dining area.
- Areas and items (such as the book shelves) that we are unable to clean thoroughly will be cordoned off.
- We will introduce more stringent cleaning procedures for all the bathrooms and provide appropriate disinfectant to wipe areas before use.

Bedrooms

- We will assign bedrooms bearing any physical requirements in mind but you might not get a preferred room necessarily.
- We will rotate the room usage between booking to leave bedroom for 72hrs before cleaning thus reducing any infection risk
- We would ask that you bring your own bedding and towels
- Each bedroom will be deep cleaned between usage with particular attention paid to all touch points (door handles, light switches etc)

Gardens

- There is plenty of space in the grounds here to enable social distancing
- The soft furnishings on the front stoep will be removed but there will be benches and picnic tables available.
- We would ask that if possible you bring your own folding chair for the garden and also visits to the Chapel

Chapel and Duties

- We would like the community to be fully involved here as always. We would like volunteers to plan and run Chapel services.
- We will be able to use the nearby St Peter-on –the –Wall Chapel for our services but there will be no chairs available inside. If possible please come with a folding chair that you can carry over with you.

- A key part of coming to Othona is joining in with the work. This will still be possible but in a different way. We would ask that those in the community take responsibility for their own table cleaning and bathroom whilst here. Also there are plenty of tasks that need doing in the gardens.

Illness and cancellation

- If you feel unwell during your stay here please inform a member of staff immediately preferably by ringing or texting. We will contact the NHS 111 service for guidance.
- If any guest or staff member should contract coronavirus whilst here we will contact the appropriate help lines and track and trace. We will follow the advice given. For a staff member we will get them to self-isolate immediately in the staff accommodation and notify all guests staying here. We will follow the guidance given which may include asking guests to return home.
- If we have to close the Centre and cancel bookings we will of course fully refund the cost of the holiday including the deposit. If you have to cancel your trip then our normal cancellation policy will apply, however if there are extenuating circumstances a refund will be at the warden's discretion.
- We ask if people can let us know if they develop symptoms within 3 days of leaving.

This policy will be reviewed and revised as required following government guidelines