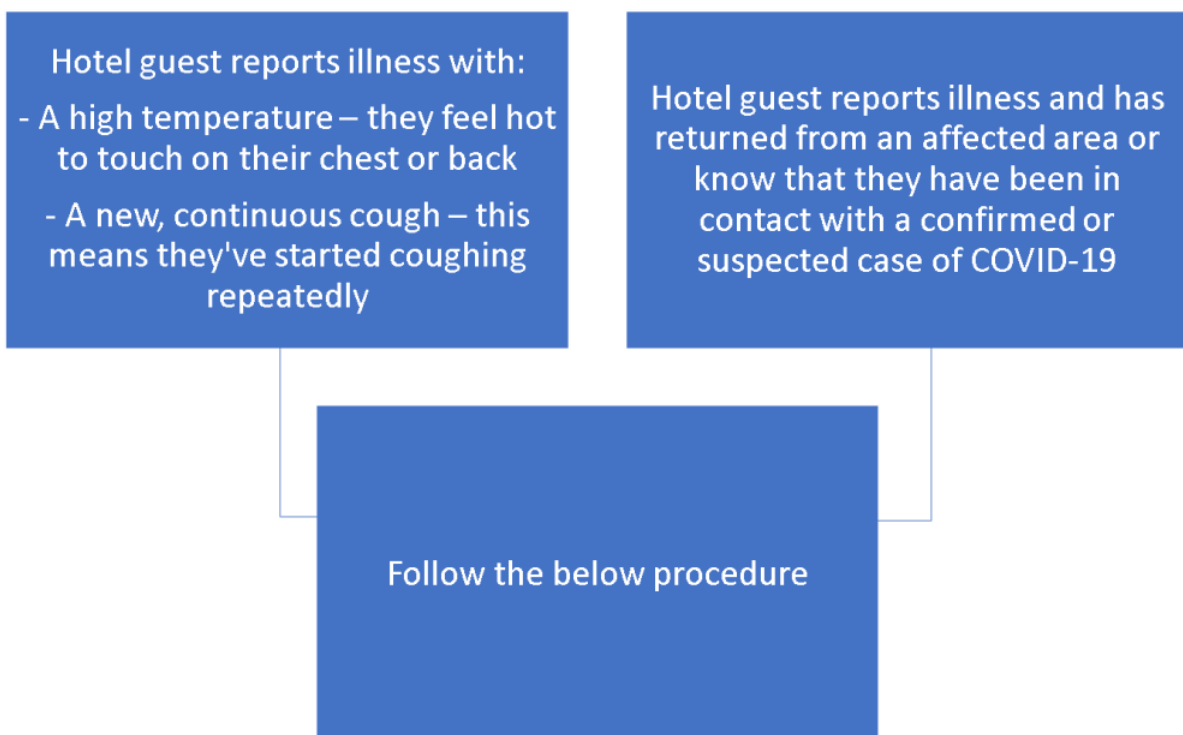


# My guest might have COVID-19, what next?

**Note:** The situation regarding Coronavirus (CV) is continuing to evolve rapidly. This procedure has been prepared to provide guidance to hotels with regard to the latest advice from Public Health England, the Foreign and Commonwealth Office, the WHO and relevant trade associations as of 16 March 2020 . If national advice changes then this procedure will be reviewed and updated if necessary.

If you would like a portable version of this page to distribute to staff or guests, you can download one by following this link.

## What are the symptoms?



## What next?

1. Ask the guest and their families (if applicable) to remain in their room
2. Inform your General Manager
3. Avoid close contact with the guest – try to keep at least two metres away.
4. Assess the best way to help your guest or guests leave the hotel with minimum public contact.
5. Help the guest to leave the hotel and travel straight home in order to enter self-isolation for at least seven days.
6. Wait at least 24 hours before entering the room to clean and disinfect it.

7. Clean and disinfect frequently touched objects and surfaces in the room, and [follow UKHospitality advice](#) regarding the cleaning of linen. All cleaning should be done by employees wearing disposable gloves and aprons, and cleaners should apply alcohol gel to their hands and then thoroughly wash their hands at the nearest available hand basin.

### **Taking care of the guest**

The top priority when dealing with suspected COVID-19 cases is to help the guest self-isolate as quickly and safely as possible, but while the guest is in your care the following steps can be taken to ensure their comfort.

1. Whether confirmed or not we should ensure the guest is catered for via room service. Communication with the guest should be by telephone rather than in person.
2. Any interaction with the affected guest should be by a senior member of the hotel staff.
3. Meals should be delivered on a tray or trolley. When the meal is delivered, the guest and their family should be asked to unlock the door and then move at least two metres from the door. The meal should then be left inside the room near to the door. A tray stand or similar would be useful if the meal is being delivered on a tray.
4. The senior staff member delivering the meal and entering the room should wear disposable gloves and disposable apron.
5. After leaving the room, the gloves and apron should be removed and placed in a clean bag which should be sealed. The staff member should apply alcohol gel to their hands and then thoroughly wash their hands at the nearest available hand basin.
6. On collecting the tray/trolley from the room the staff member should once again wear a disposable apron and gloves. The guest should be asked to leave the tray/trolley near to the door.
7. The tray/trolley should be returned to the kitchen for cleaning. All crockery and cutlery should be washed on a separate load in the dishwasher and the tray/trolley cleaned and disinfected.
8. The gloves and apron worn by the staff member should be placed in a plastic bag and sealed and then another bag and sealed and the staff member should wash their hands thoroughly.

### **After the guest has been helped**

1. As a precautionary measure all public areas should be cleaned and disinfected following the above procedures, with particular attention to the guest room, front of house public areas and back of house areas as well as any additional advice given by public health authorities.