

Protocols for residential groups in the context of Covid-19

Version 4: issued 28th September 2020

In order to assist group leaders, these protocols have been prepared for self-catering groups visiting Hebron Hall. They will be updated as and when further information is provided by UK and/or Welsh Governments. The most up to date version is available on our website at hebronhall.org/news or by request from bookings@hebronhall.org

It is the responsibility of each residential group to ensure that they comply with health and safety legislation and ensure the safety of guests and Hebron Hall staff in relation to Covid-19. Limiting the spread of the virus is an additional consideration beyond existing responsibilities.

It is important to have clear protocols in place and that these are clearly identified to guests.

Background

Covid-19 is a disease caused by the SARS-CoV-2 virus, which can be passed via respiratory secretions (i.e. saliva) and faeces, and which can successfully live for up to 7 days on certain surfaces. Covid-19 is an “enveloped” virus, meaning that it is surrounded by a protective layer of fats and proteins.

Covid-19 can be transferred via hands from one surface to another. By touching a surface which has traces of Covid-19 on it, and then touching your face or eyes, you may become infected with Covid-19.

Soap and hand sanitiser are effective at denaturing the fats and proteins surrounding the virus, and therefore good ways to kill the virus.

Information and knowledge of Covid-19 is evolving all the time. At the time of writing it is thought that the virus can live on some common surfaces for:

Surface Type	Present	No Longer Present
Air	2-3 hours	
Paper and tissue	30 minutes	3 hours
Copper	4 hours	8 hours
Wood, cloth and cardboard	1 day	2 days
Glass	2 days	4 days
Plastic and stainless steel	4 days	7 days

This is based on testing initially, then at 4 days and then 7 days, when the virus was entirely neutralised.

Therefore, all surfaces which are touched frequently, such as light switches, door handles, kitchen surfaces and bathroom surfaces should be regularly disinfected.

Requirements before group arrives

At least two weeks before arrival:

- Group risk assessment to be provided (a draft template can be forwarded on request) to bookings@hebronhall.org.

At least two days before arrival:

- Full list of guests' names and contact details (telephone number, email address and/or postal address) to be provided to bookings@hebronhall.org. This information will only be used if needed for the NHS Wales Test and Trace service, will be held in accordance with GDPR and will be destroyed 30 days after departure.
- Since the introduction of the NHS Covid-19 app, Hebron Hall now has QR codes visible at all entry points so guests who have downloaded the new app can use their smartphones to check in. Please note it is still a legal requirement for group organisers to collect and provide to Hebron Hall contact details of *all* guests.
- All guests to be provided with a copy of Hebron Hall Welcome Pack to provide important information regarding their stay.

Requirements when on site

- The Hall will be handed over to the group in compliance with Covid-secure guidelines.
- The group is responsible for ensuring that Covid-secure guidelines are followed whilst on site.
- The group is responsible for all cleaning and disinfecting whilst on site. A template daily cleaning checklist can be provided on request.
- Guests should maintain a distance of 2 metres from those in other households wherever possible.
- Where distancing is not possible, protective face coverings should be worn.
- Guests should be encouraged to return to the same chair in the conference room for group sessions.
- Guests should be encouraged to return to the same chair in the dining room for meals.
- Guests should use their own bedroom en suite facilities whilst on site, as communal toilets will be closed.
- Protective face coverings to be worn at all times.
- Hebron Hall's Duty Warden will carry out only essential maintenance while the group is on site and these will be carried out in one scheduled slot per day in full PPE.
- Guests must vacate the area when essential maintenance is being carried out.
- Essential maintenance to be reported to the Duty Warden by the group leader only. Any repairs requested after the scheduled daily visit has taken place will be allocated to the following day.
- Duvets and pillows will not be provided. Guests must bring all bedding with them.
- Towels and bath mats will not be provided. Guests must bring all personal linen with them.
- Passenger lifts are a pinch point for Covid-19, so should only be used by one guest at a time and only by guests who would struggle with stairs.
- Hand sanitiser dispensers are available at the main entrance, at the entrance to the conference room and dining room and by the lift entrances. Guests should keep a personal supply of hand sanitiser with them when on site.
- Crockery, cutlery and glassware will be provided for the number of guests booked plus 10% (ie for 60 guests, 66 items of each). These should be washed after each use in the dishwasher.
- A reduced supply of kitchen utensils and cookware will be provided for the group. If there is a particular style of pot or pan required, the group leader should inform the Hall at least two days before arrival.

- Food temperature record charts and cleaning record charts will be provided in the kitchen. These should be completed and left in the kitchen for the Hall to provide to Environmental Health services on request.
- Because of the complexity of keeping equipment sanitised, games rooms and drinks kitchens will remain closed and unavailable to groups.

Requirements when group leaves

- The Hall to be left in the same condition in which it was handed over.
- All rubbish to be bagged and securely tied and either taken away or placed in the correct external bin on site.
- All food to be removed and/or disposed of, as above.
- All windows to be left open to ensure that there is no airborne virus in the Hall.
- All bedding and guests' personal items to be removed, as the Hall will not be able to retain or return any lost property.
- The group leader should be the last member of the group to leave the property, ensuring that all of the above have taken place.
- The group leader should telephone the Duty Warden on leaving to advise that the Hall has been vacated.

What to do if a guest develops or arrives with Covid-19

- The guest and their household should immediately return home to self-isolate.
- If the guest has acute symptoms, has breathing difficulties or their life is at potential risk, seek medical help immediately by calling 111.
- Call 119 to initiate the NHS Wales Test and Trace service.
- Call the Duty Warden to inform the Hall of a potential outbreak.
- If the group leader chooses to continue with the programme, use disposable materials to wipe down all door handles, entrance systems, stairwell bannisters and light switches to try to minimise the risk of spread and keep all guests away from the person's bedroom.
- If the group leader chooses to cancel the programme, follow the requirements above for when the group leaves, but ensure that all rubbish is double-bagged and left in the dining room for disposal by the Hall after 72 hours have elapsed.
- If a guest develops or arrives with Covid-19, Hebron Hall reserves the right to cancel the group stay immediately without offering a refund.