

HARRIET DAVIS SEASIDE HOLIDAY TRUST COVID 19 RISK MITIGATION

Under the present Covid 19 pandemic conditions, we have developed a number of protocols to help protect our visitors and staff team from the potential of cross contamination. Due to the vulnerable nature of our clients, I cannot stress how important it is for our visitors to adhere to some requests to assist us with the process. By doing this you will help us to keep everyone safe and provide the time to effectively clean & disinfect a house before you arrive and for the next family when you depart.

1. If you or your family have any symptoms of Covid19 virus within two weeks prior to your arrival or you are self-isolating – please don't come, let us know and we can postpone your holiday until you are well. If you or your party show any symptoms during your holiday, please let us know and we can advise you of Welsh Governments guidance and would request that you go home if you are well enough to do so.
2. We are cancelling the family helper meet and greet service for the moment but you will be called on the week prior to your arrival in the normal way and family helpers will be contactable by phone.
3. In order for us to increase our cleaning protocols to protect you and your family as much as we can we would ask you **not to arrive before 4.00pm and to depart by 9.30am at the latest** so that we have time to fully clean and disinfect the property.
4. Can you let your family helper know exactly the number of beds that you will be occupying – we will leave any spare beds stripped of bed linen.
5. **Hoists – Please can you bring your own straps and slings as appropriate.**
6. We have installed hand sanitizer stations near the front doors and will provide antibacterial soap and hand towels in the cloakrooms for your use. Please could you use these whenever you arrive into the building and remember to bring your own hand and bath towels for personal use as normal.
7. On the morning of your departure we would be really grateful if you could strip all the bed-linen and place it in the zip up laundry bags for collection by our commercial laundry who will be washing all laundry on a wash exceeding 60 degrees.
8. We would also request that ALL food in fridges and freezers must be removed and taken home with you as well as any other packaging and belongings, so that we have enough time to prepare the house for the next visitors.
9. **Please place all nappies and sanitary/care refuse in your own individually tied nappy sacs and in the blue bags outside.** All refuse must be placed outside in the appropriate bins provided. Please recycle correctly and use the green bottle boxes.
10. **Caerwen House:** If you use the soft playroom, all the building blocks and equipment will be stacked in the corners of the room. If you use any of the play equipment, please use the antibacterial solution provided in the kitchen cupboard to wipe down the equipment before and after use to protect our staff team on departure day. We will be mopping and disinfecting the floor area and washing equipment fully each Saturday.
11. **All Houses:** If you use any videos or toys, please could you use the antibacterial solution available in the kitchen to wipe these down before and after use.
12. **We would advise all our guests that Covid 19 restrictions are different in Wales to other countries in the UK. We would request you follow strictly all rules on social distancing, numbers of visiting households and all other rules/guidelines provided by Welsh at the time of your visit: www.gov.uk/coronavirus**

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Our new cleaning protocols to mitigate Covid 19 cross contamination are as follows:

1. If any member of our staff team, have in the two weeks prior to your visit or who are showing signs of symptoms of Covid 19 on the day of your arrival, will be asked to self-isolate for two weeks or take the Welsh Government advice at the time. We will give you warning of this.
2. We will cancel our meet and greet service but will call you on the week prior to your arrival.
3. We will use the Hand Sanitiser stations when we enter any of the houses and will use protective personal protective equipment when cleaning which will be to the highest level we can maintain for your safety.
4. We will ask any contractors or maintenance operators that need to visit the house to use the hand sanitizer on arrival and will ask them not to attend the property if they are feeling ill or have symptoms of Covid19. No other people will be allowed to enter the properties under any circumstances unless by prior arrangement.
5. Wheelabout House has a contract with a reputable pool maintenance company and Ollie our maintenance man visits twice weekly to clean and service the pool and plant room. All the necessary protocols will be taken as above. The pool company has assured us of the safety of using the pool and all usual rules surrounding the use of the pool must be adhered to according to our standard terms and conditions.
6. We will remove all unnecessary items such as cushions etc and will wash all bed linen including pillow and mattress protectors before each family arrive.
7. All working surfaces, equipment and articles such as remote controls will be washed with hot soapy water and disinfected before each family arrives.
8. If you use any books, puzzles or board games during your visit, please could you leave them on the coffee table so we can isolate them for 72 hours.

Thank you for your co-operation on behalf of the Chairman and Trustees of the Harriet Davis Seaside Holiday Trust.

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