



CARAVAN/LODGE OWNERS INFORMATION FOR THE COVID-19 ENVIRONMENT

Padstow Holiday Park

PADSTOW HOLIDAY PARK Padstow, Cornwall, PL28 8LB



Background to COVID-19

COVID-19 is a disease which is 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 2 to 3 days on certain surfaces. COVID-19 is an “enveloped” virus, meaning that it is surrounded by a protective layer of fats and proteins.

Controlling the spread of COVID-19

The transmission of COVID-19 is thought to occur mainly through respiratory droplets generated by coughing and sneezing, and through contact with contaminated surfaces. The predominant modes of transmission are assumed to be droplet and contact.

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.

Clothes, bedding and towels can spread germs.

There are 3 main ways that germs are spread by clothes and towels:

- when towels or bedlinen are used by more than 1 person germs can spread between them
- when someone handles dirty laundry they can spread germs onto their hands
- when clothes are washed, germs can spread between items in the process of being washed

Government advice is currently to:

- stay at home as much as possible
- work from home if you can
- limit contact with other people
- keep your distance if you go out (2 metres apart where possible)
- wash your hands regularly

for current up to-date advice visit <https://www.gov.uk/coronavirus>

Symptoms of COVID-19

The main symptoms of coronavirus are:

- high temperature – this means you feel hot to touch on your chest or back (you do not need to measure your temperature)
- 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)
- 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

Getting Help

If you have any of the symptoms you must contact 111 using the online form and they will help you get a test if you need one. You and people you live with or are in your support bubble must self-isolate if you have symptoms or you've tested positive for coronavirus. Self-isolation should be at your main residence.

Self-isolation

Self-isolation is when you stay at home because you have or might have coronavirus (COVID-19).

This helps stop the virus spreading to other people.

Self-isolate if:

- you have any symptoms (a high temperature, a new, continuous cough or a loss or change to your sense of smell or taste)
- you're waiting for a coronavirus test result
- you've tested positive for coronavirus – this means you have coronavirus
- you live with someone who has symptoms, is waiting for a test result or has tested positive
- someone in your support bubble has symptoms, is waiting for a test result or has tested positive
- do not go to work, school or public places – work from home if you can
- do not go on public transport or use taxis
- do not go out to get food and medicine – order it online or by phone, or ask someone to bring it to your home
- do not have visitors in your home, including friends and family – except for people providing essential care
- do not go out to exercise – exercise at home or in your garden, if you have one

Social Distancing & Personal Hygiene

To stop the spread of coronavirus (COVID-19),

- you should avoid close contact with anyone you do not live with.
- stay at least 2 metres (3 steps) away, where possible, from anyone you do not live with (or anyone not in your support bubble) when outside your home
- wash your hands with soap and water often – do this for at least 20 seconds
- use hand sanitiser gel if soap and water are not available
- wash your hands as soon as you get home
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- if you can, wear something that covers your nose and mouth when it's hard to stay away from people, such as in shops or on public transport
- do not touch your eyes, nose or mouth if your hands are not clean

Coronavirus COVID-19

Social Distancing in our hospitals and community healthcare settings



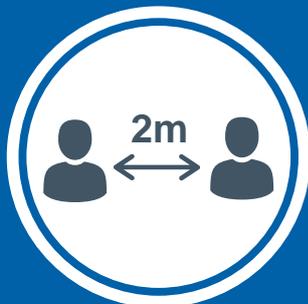
Avoid

close contact
with others



No Group Gatherings

sizes should be
kept to a maximum of
2 people



Distance

yourself at least
2 metres (6 feet away)
from other people



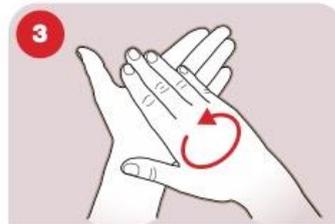
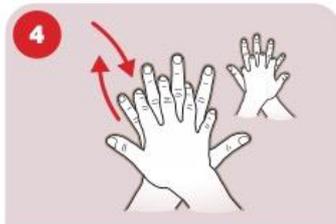
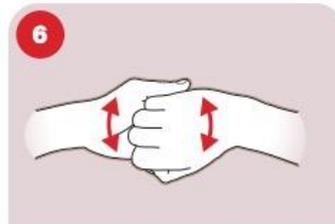
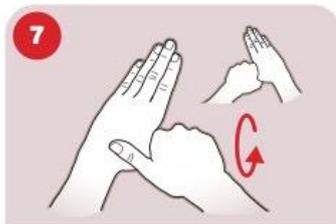
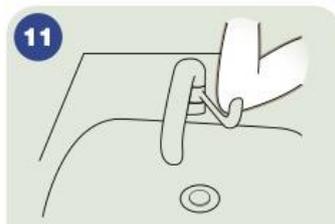
Wash Hands

on a regular basis for 20
seconds with soap and
water or a hand sanitiser

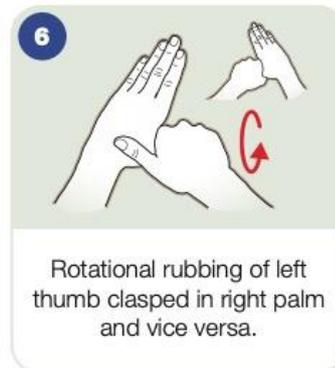
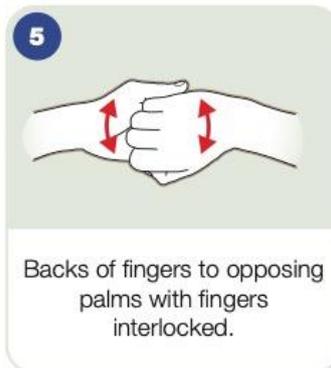
For the latest information visit www.pat.nhs.uk

Best Practice: How to hand wash step by step images

Steps 3-8 should take at least 15 seconds.

 <p>1</p>	 <p>2</p>	 <p>3</p>
<p>Wet hands with water.</p>	<p>Apply enough soap to cover all hand surfaces.</p>	<p>Rub hands palm to palm.</p>
 <p>4</p>	 <p>5</p>	 <p>6</p>
<p>Right palm over the back of the other hand with interlaced fingers and vice versa.</p>	<p>Palm to palm with fingers interlaced.</p>	<p>Backs of fingers to opposing palms with fingers interlocked.</p>
 <p>7</p>	 <p>8</p>	 <p>9</p>
<p>Rotational rubbing of left thumb clasped in right palm and vice versa.</p>	<p>Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.</p>	<p>Rinse hands with water.</p>
 <p>10</p>	 <p>11</p>	 <p>12</p>
<p>Dry thoroughly with towel.</p>	<p>Use elbow to turn off tap.</p>	<p>Steps 3-8 should take at least 15 seconds. ... and your hands are safe*.</p>

Best Practice: How to handrub step by step images



Health and Wellness Procedures

Park management
<ol style="list-style-type: none">1. Carry out a COVID-19 risk assessment2. Develop cleaning, handwashing and hygiene procedures3. Help people to work from home4. Maintain 2m social distancing, where possible5. Where people cannot be 2m apart, manage transmission risk
Communication
Without face to face contact where possible: <ul style="list-style-type: none">• email• telephone Gas orders and payments using https://www.padstowholidaypark.co.uk/gas/ Emergency contact by telephone on 01841 532289
Customer awareness
Awareness of best practice guidance and measures: How to hand wash poster How to hand rub poster Social distancing poster
Customer becoming unwell
<ul style="list-style-type: none">• If you become ill with any of the symptoms, you should return home to your main residence immediately• For information use NHS 111 website• In case of emergency such as breathing difficulties dial 999• As soon as possible, use disposable gloves and apron to clean and disinfect any touch points that may have been contaminated by the infected person.• Inform the park straightaway
Park facilities
Laundry –There will be rules displayed on the laundry door please abide by them. Dog exercise area - There will be rules displayed at the entrance please abide by them. Swimming pool - There is a separate document and booking system for further details on the individual rules and procedures for the pool Play area – There will be rules displayed at the entrance please abide by them.
Park rules
Updated park rules supplied as separate attachment to customers, this supersedes all previous versions and please read carefully to ensure understanding and compliance. Specific rules applying to COVID-19: <ul style="list-style-type: none">• No group gatherings, in line with Government guidelines• No visitors to restrict the number of people on the park• As the spread of the virus can be due to contact with contaminated surfaces we ask that you consider contact points whilst on the park. Particularly keep children under supervision at all times. Please restrict all movement around the park to a minimum.• Keep dogs on leads at all times• Contractors must abide by park procedures. Temporary measures to control the spread of the virus will be under constant review and will be removed or amended according to government guidelines.

Communal Area Cleaning Procedures

These areas are cleaned and sanitised with SAO on a regular basis according to the cleaning schedule. If an issue is found please report this to the management immediately.

Hand Sanitising Stations

Hand Sanitising Stations will be located around the park at key areas including:

- Bin Bay
- Barrier
- Laundry Block
- Office

These will contain an alcohol gel/ foam rub, which sanitises hands but does not require water. Customers, staff and contractors are encouraged to use these regularly when soap and water is not available.

Hand sanitising stations will be sanitised regularly throughout the day and kept topped up.

Legionella

Standing water presents a risk of **Legionella bacteria** accumulating, and is particularly high risk in showers, as Legionella bacteria is dispersed in airborne water droplets, so the spray created by a shower is the perfect delivery mechanism. Anyone using a contaminated shower risks breathing in the bacteria and developing Legionnaires' disease as the bug takes hold in the lungs.

- If your shower has not been used for **a week or more**, run water from both hot and cold supplies through the shower hose and showerhead for two minutes. To ensure no spray escapes from the showerhead, run it through a bucket of water or full bath.
- If your shower has not been used for **two weeks or more**, disinfect the showerhead. The showerhead should be removed and the shower run for two minutes. The showerhead should be disinfected before being re-fitted by immersing for at least an hour in any solution designed for cleaning baby feeding bottles (e.g. Milton). Showerheads should be regularly disinfected about four times a year.
- If your property has been **empty for a while**, flush the whole water system for two minutes or more. First flush your toilet, then let the kitchen taps and the hand basin taps run for two minutes or more to let both hot and cold water pass through. Next, flush the shower through as described above. Finally, let any other taps run for two minutes.

Contractor procedures

All contractors are to sign in digitally when entering the park with the following information:

- Company Name
- Names of all contractors
- Confirmation they are fit to work, all contractors have no symptoms or confirmed case/s of COVID-19
- Nobody living with any of the contractors has symptoms or confirmed case/s of COVID-19
- Confirmation that they have not be told to self-isolate
- Agreement to relevant park rules regarding Covid-19 and social distancing rules
- Agreement that all works to be carried out observing social distancing rules
- Confirmation that Risk Assessments and safe working procedures have been completed
- Description of works being carried out including plot numbers where appropriate
- Confirmation if they require access to go inside any caravans

If they need access inside customer caravans where possible they must:

- Give a minimum of a weeks notice to the park
- Allow the park time to contact the customer and confirm that the unit will have been empty for a minimum of 72 hours prior
- Receive customer's confirmation that they will not need to return to their van for 72 hours afterwards
- Confirm that they will be wearing suitable PPE including surgical mask and disposable gloves whilst working on the van.
- Give confirmation that surfaces worked on and touched will be sanitised when work is complete
- If keys are given to the contractor, they must be sanitised on return
- Confirm that all waste will be disposed of responsibly