

CORONA VIRUS PROTOCOL

Scope

- **Policy Statement**
- **The Policy**
- **Symptoms**
- **Who to contact if you suspect you have the virus**
- **How the virus is spread**
- **Self-isolation**
- **Advice for travellers and affected areas**
- **Who is most vulnerable**
- **Preventative methods**
- **The procedure**
- **Related Policies**
- **Related Guidance**

Policy Statement

Coronavirus (COVID-19) is a new strain of coronavirus first identified in Wuhan City, China in December 2019. With a recent outbreak of Corona Virus (Covid-19) and additional confirmed cases in the UK it is important that Greenheat UK employees and clients are educated about the virus in order to reduce the possibility of contracting Covid-19.

The Policy

This policy is intended to ensure awareness, understanding and adherence to the government protocols that have been put in place.

Symptoms

The symptoms of coronavirus are:

- a cough
- a high temperature
- shortness of breath

But these symptoms do not necessarily mean you have the illness.

The symptoms are similar to other illnesses that are much more common, such as cold and flu.

Who to contact if you suspect you have the virus

NHS 111 has an online coronavirus service that can tell you if you need medical help and advise you what to do.

Use this service if:

- you think you might have coronavirus
- in the last 14 days you've been to a country or area with a high risk of coronavirus – see our coronavirus advice for travellers
- you've been in close contact with someone with coronavirus

Information:

Do not go to a GP surgery, pharmacy or hospital. Call 111 if you need to speak to someone.
Getting help in Scotland, Wales or Northern Ireland

- Scotland: call your GP surgery or call 111 if your surgery is not open
- Wales: call 111
- Northern Ireland: call 111

How the virus is spread

Because it's a new illness, we do not know exactly how coronavirus spreads from person to person.

Similar viruses are spread in cough droplets.

It's very unlikely it can be spread through things like packages or food.

Self-Isolation

If there's a chance you could have coronavirus, you may be asked to stay away from other people (self-isolate).

This means you should:

- Stay at home.
- Not go to work, school or public places.
- Not use public transport or taxis.
- Ask friends, family members or delivery services to do errands for you.
- Try to avoid visitors to your home – it's OK for friends, family or delivery drivers to drop off food.

You may need to do this for up to 14 days to help reduce the possible spread of infection.

If you have been told to self-isolate, you need to stay indoors and avoid contact with other people for 14 days.

It is important to follow the advice for the whole period, even if you do not have any symptoms.

Do

- Stay at home.
- Separate yourself from other people – for example, try not to be in the same room as other people at the same time.
- Only allow people who live with you to stay.
- Stay in a well-ventilated room with a window that can be opened.
- Ask friends, family members or delivery services to carry out errands for you, such as getting groceries, medicines or other shopping.
- Make sure you tell delivery drivers to leave items outside for collection if you order online.
- Clean toilets and bathrooms regularly.
- Think about a bathroom rota if a separate bathroom is not available, with the isolated person using the facilities last, before thoroughly cleaning the bathroom themselves.
- Use separate towels from anyone else in the household.
- Wash crockery and utensils thoroughly with soap and water; dishwashers may be used to clean crockery and cutlery.

Don't

- Do not invite visitors to your home or allow visitors to enter.
- Do not go to work, school or public areas.
- Do not use public transport like buses, trains, tubes or taxis.
- Do not share dishes, drinking glasses, cups, eating utensils, towels, bedding or other items with other people in your home.

Advice for travellers and affected areas

You may need to get medical advice if you've recently travelled to the UK from somewhere with a higher risk of coronavirus.

These places are:

- Cambodia
- China
- Hong Kong
- Iran
- Italy
- Japan
- Laos
- Macau
- Malaysia
- Myanmar (Burma)
- Singapore
- South Korea
- Taiwan
- Tenerife – only the H10 Costa Adeje Palace Hotel
- Thailand
- Vietnam

If you've been to one of these places in the last 14 days, find out what to do by calling NHS 111.

Who is most vulnerable?

Coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

Preventative methods

Do

- wash your hands with soap and water often – do this for at least 20 seconds
- always wash your hands when you get home or into work
- use hand sanitiser gel if soap and water are not available
- 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 straight away and wash your hands afterwards
- try to avoid close contact with people who are unwell

Don't

- do not touch your eyes, nose or mouth if your hands are not clean

The Procedure

Our bookings team will send you an email containing 2 questions prior to the attendance of a Greenheat UK limited employee. Please answer these questions honestly and please do let us know if you are current self-isolating, we are happy to reschedule booked services at no charge.

Equally you can expect from us that our staff have been asked to be open and honest with regards to how they are feeling. All staff have been equipped with face masks, nitrile gloves, alcohol cleaning gel and anti-bacterial cleaning wipes.

Please be sure to offer the engineer to opportunity to wash his hands with water and soap upon arrival and departure from your property. Please do not feel obliged to offer them any drinks or food in your presence.

Related Policies

Infection Control

Related Guidance

<https://www.gov.uk/government/publications/coronavirus-action-plan>

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

We request that our Staff, Volunteers, Member and Visitors respect this Policy, a copy of which will be available on demand.

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Approved by the Management

Signed.....

Greenheat UK Ltd

Date 16th March 2020