

Dunhallin House

Modified Operating Procedures

Enhanced Safety Procedures In Response To COVID-19

The health and safety of our guests is of paramount importance to us, and as such we have always operated with extremely high standards of hygiene at all times, in all areas of Dunhallin. In response to the COVID-19 crisis, we have put the following measures in place to further enhance our procedures and doubly ensure the personal safety of each and every guest and member of staff on the premises, giving you complete peace of mind for the duration of your stay.

Please note that these measures are provided as guidelines only, and we reserve the right to update procedures on an ongoing basis without prior notice given the evolving nature of the pandemic.

Staying with Confidence

We want you to feel safe and secure from the moment you pull up outside, to the moment you have to leave us. That's why we've enhanced our cleaning practices, guest interactions, staff procedures, and availability of information, to ensure your confidence and security. We have developed these new enhanced procedures in accordance with a combination of the WHO guidelines, UK Hospitality recommendations and Government advice, to ensure that we are not only compliant, but going above and beyond to protect and reassure our guests and staff. We have also undertaken a full risk assessment, outlining in detail how we are meeting these guidelines in every area of our guest house.

Section One: Key changes to safeguard employee and guest health

A. Frequent and thorough hand sanitising

We have implemented a strict protocol of frequent hand washing and use of hand sanitiser for staff; hand washing with soap and water being the preferred method. Sanitiser has been placed prominently in the house to enable staff and guests to sanitise frequently.

Sanitiser is available for use in the hall, landing and dining room.

B: Health and Safety Signage (front and back of house)

Signs have been put at arrival points at the main door and in the entrance hall. This advice contains information about the recommended way to distance, sanitise, and take other precautions (such as wearing masks and gloves).

C. Action Plan for Responding to Health Concerns

Per official government advice, staff will immediately inform the owners of any pertinent incidents, including possibly sick guests in their rooms.

They will treat all this information with discretion.

Contact with the ill person will then be minimised for all guests and staff. This will be effected by providing the person with a mask, and, if the sick person cannot be transferred to a medical establishment, they will be isolated and contained within one room on a temporary basis. Once the sick person has left the premises, this room – and any other areas or touch points that may have been contaminated - will then be subjected to a quarantine and disinfectant, with the staff member using gloves and a disposable apron, before it is made available again.

D. General Employee Responsibilities

Hand Cleaning

All employees shall follow government guidance regarding handwashing. Staff will be required to remove any jewellery from their hands and wrists prior to their shift starting. Employees shall wash their hands for at least 20 seconds, or use anti-viral sanitizer when a sink is not available, after any of the following activities: using the toilet, sneezing, touching the face, cleaning, eating, drinking, accepting items from a guest (ID, cash, credit card, room key), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with government and WHO guidelines, will be followed prior to and after removing the gloves. Duty

managers will remind everyone to wash their hands or use a hand gel at the start of every shift.

COVID-19 Training

All employees shall receive COVID-19 safety training. Training will include details about current distancing requirements, routes of transmission and the importance of hand washing and surface disinfection at key times. All staff will be instructed on the procedure to follow should they experience covid-19 signs or symptoms.

A general commitment to hygiene shall be regularly communicated to staff, including transmission threats outside of the workplace, infection and quarantine guidelines, and actions to reduce risk of infection in the home.

Personal Protective Equipment (PPE)

PPE, along with appropriate training for use and disposal, will be made available to any employee upon request. Staff will be trained in the correct use of face masks.

Cleaning staff in particular will be trained on the use of and provided with personal protection equipment as listed below:

- Masks
- Gloves
- Disposable aprons

If doing tasks that generate splashes (e.g. while washing surfaces) or close contact with guests, staff will be required to wear facial protection with a face shield and impermeable aprons. Staff have been instructed to wash hands after removing PPE.

Section Two: Further details

2A: Cleaning Products & Protocols

Staff have been trained, and will now clean with approved products using disinfectant, per government advice.

Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces.

Guest Rooms / Housekeeping

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, taps, bedside tables, telephones, light switches, temperature controls, alarm clocks, luggage racks, kettles, hairdryer handles, wardrobe doors and flooring. Glasses and crockery will be removed and washed in a dishwasher (not the room sink). Room collateral will be kept to a minimum. Staff must follow handwashing guidelines as per government guidance. Disinfecting gloved hands will follow the same guidelines and frequency as that of handwashing.

The frequency of room cleaning during a guest's stay may be altered based on guest requirements. We will review the frequency of the cycle of cleaning and in-room services to take into account different lengths of stay.

Room cleaning will be undertaken in the absence of the guest, unless it is difficult for the guest to leave the room (e.g. due to mobility constraints) whereupon social distancing shall be observed in the presence of the guest.

Laundry

Linens, towels and laundry shall be washed as appropriate in accordance with the manufacturer instructions. We will launder items using the warmest allowable water setting for the items, and dry items completely.

Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

The proper functioning of the dishwashing and laundry equipment will be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals. We will clean and disinfect anything used for transporting laundry with our usual products.

Kitchen

Per government guidance we will use detergent and then available disinfectant which kills the virus and is made up from issued/installed disinfectant, used in accordance with manufacturer recommendations. This will be used on visibly clean surfaces.

Staff are following their regular sanitising regime as usual, and at the end of the shift going over all hand touch surfaces one more time before closing.

Rinsing processes ensure disinfection of crockery and glasses, either with water at a minimum of 60 degrees or suitable disinfectant.

Food & Beverage

Food and beverage service shall reduce in-person contact with guests. We will also minimize dining items available on the tables. Traditional room service can be replaced with a no-contact delivery method if requested. The current distance level should be maintained between customers at different tables (e.g. by positioning the tables and chairs accordingly).

All food items will be served by an attendant from the kitchen. The attendant will be wearing personal protection equipment (PPE), and utensils will be washed and changed more frequently. Minimal items will be placed on guest tables, including condiments, cutlery, glassware, napkins, etc.

Customer contact with collateral such as menus, trays, napkins etc. has been limited to what is necessary, and cleaning / replacement is carried out after each use.

Where staff come into contact with items used by customers, they are to wash their hands before moving on to another task. Condiments and sauces are served individually upon request.

We have reviewed our menu options to ensure that cross-over and access to food is minimised.

Customers will be encouraged to wash their hands before entering the restaurant or bar, or to use hand sanitiser station provided if hand-washing isn't possible.

Contactless or room account payments should be used whenever possible.

In-room dining and room service

If requested, a non-contact in-room breakfast service can be offered. this will be continental-style only. Staff will wash their hands before picking up the room service tray to take to the guests.

Food will be placed on a butlers' tray and left next to the door. Staff will knock on the door, leave the tray outside the door and step away. The guest can then pick the tray up, and the staff can remove the tray stand or table etc. Guests are encouraged to leave the tray outside their door for collection. If they wish to retain their tray in the room, for later collection, this must be requested from reception.

2B: Physical/Social Distancing

Physical Distancing & Queuing

As recommended by the government and social distancing guidelines, guests shall be advised verbally to practice physical distancing by standing at least two meters away from other groups of people not traveling with them, including any area where guests or employees queue. When applicable, lobby furniture and other public seating areas have been reconfigured to promote social distancing.

Employees will likewise be instructed to observe distancing with other employees and guests, and, where distancing is not possible, they will wear the recommended PPE.

Bedrooms and Suites

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out, incorporating disinfectant.

Restaurant, Bar and Spa

Tables in the restaurant and bar will be spaced in accordance with current social distancing guidelines to allow separation between groups of guests. Servers will maintain the recommended physical distance from each other and guests where possible, and where this is not possible they will wear masks and gloves. Table service will remain the norm, with staff wearing protective masks and gloves as necessary, and keeping a safe distance in line with current Government distancing guidelines.

Check-in and out.

Staff will practice social distancing at all times. Only one guest group will be attended to at any time; subsequent arrivals may be asked to wait.

Card payments will be encouraged at all times.

Staff will still offer to assist with guests' luggage, but will maintain social distancing whilst doing so. After handling luggage, staff will wash their hands or use a hand sanitiser.

At check-out, keys should be deposited in a bowl/box in the hall from where they will be collected and disinfected.

Any questions?

Is there anything you would like further information about, or something you're not sure of? If so, please do not hesitate to contact Margaret or Sandy, who will be delighted to help you with your enquiry. We look forward to welcoming you to Dunhallin.

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