



# PADSTOW CARAVAN HIRE 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 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



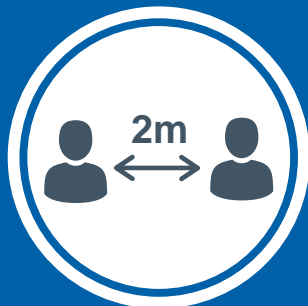
#### Avoid

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





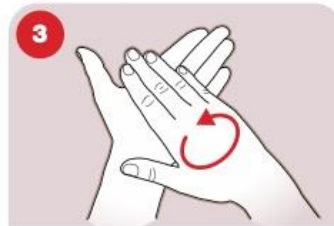
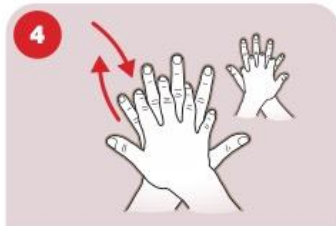

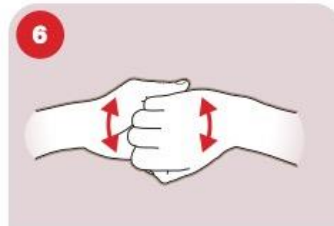
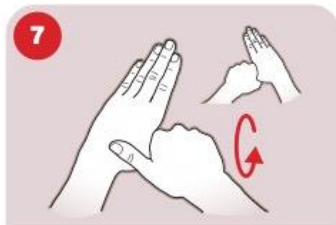



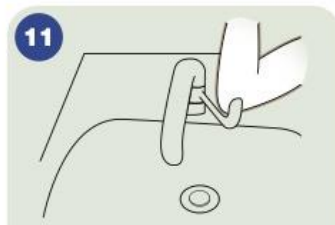

#### Wash Hands

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

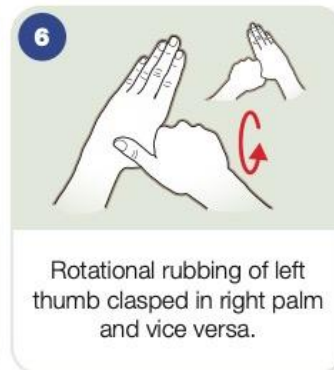
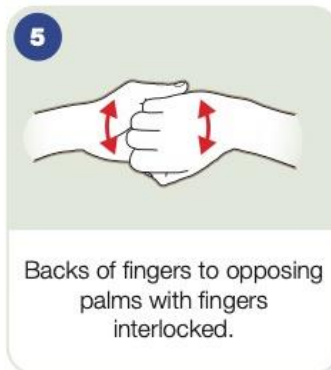
For the latest information visit [www.pat.nhs.uk](http://www.pat.nhs.uk)

# Best Practice: How to hand wash step by step images

Steps 3-8 should take at least 15 seconds.

 <p><b>1</b></p>	 <p><b>2</b></p>	 <p><b>3</b></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><b>4</b></p>	 <p><b>5</b></p>	 <p><b>6</b></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><b>7</b></p>	 <p><b>8</b></p>	 <p><b>9</b></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><b>10</b></p>	 <p><b>11</b></p>	 <p><b>12</b></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

<b>Park management</b>
<ol style="list-style-type: none"><li>1. Carry out a COVID-19 risk assessment</li><li>2. Develop cleaning, handwashing and hygiene procedures</li><li>3. Help people to work from home</li><li>4. Maintain 2m social distancing, where possible</li><li>5. Where people cannot be 2m apart, manage transmission risk</li></ol>
<b>Communication</b>
Without face to face contact where possible: <ul style="list-style-type: none"><li>• email</li><li>• telephone</li></ul> Emergency contact by telephone on 01841 532289
<b>Customer awareness</b>
Awareness of best practice guidance and measures: How to hand wash poster How to hand rub poster Social distancing poster
<b>Customer becoming unwell</b>
<ul style="list-style-type: none"><li>• If you become ill with any of the symptoms, you should return home to your main residence immediately. The responsibility to return home is with the customer, if this is not possible the customer will be liable for any additional costs. Please check your travel insurance.</li><li>• For information use <a href="#">NHS 111 website</a></li><li>• In case of emergency such as breathing difficulties dial 999</li><li>• 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.</li><li>• Inform the park straightaway</li></ul>
<b>Park facilities</b>
Laundry – Due to the specific considerations of this area there will be rules displayed on the laundry door please abide by them. Swimming pool – Closed until further notice Play area – Closed until further notice
<b>Park rules</b>
Specific rules applying to COVID-19: <ul style="list-style-type: none"><li>• Prior to arrival customer agrees that they will not travel to the park if they are showing symptoms or been told to self-isolate</li><li>• No group gatherings, in line with Government guidelines</li><li>• No visitors to restrict the number of people on the park</li><li>• 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.</li></ul> Temporary measures to control the spread of the virus will be under constant review and will be removed or amended according to government guidelines.

**Caravan hire specific changes**

Cleaning procedures amended in line with guidance

Cleaning products selected for the current situation

No bedding provided – no pillows, no duvets, no towels, no tea towels

Limited supplies to enable changeover cleans and disinfection, amended itinerary provided

Arrival time now 4pm to allow for changeover disinfection

Check in procedure contactless with instructions emailed prior to arrival

Check out procedures contactless and asked to follow instructions given, confirmation must be given to the park if any guest has had any of the symptoms during the stay



### Caravan Hire Itinerary

Small Appliances	1 Toaster	Cleaned and fogged with SAO
	1 kettle	
	1 Iron & board	
	1 Hairdryer	
	1 microwave	
	1 TV with remote	
	1 DVD player with remote (may be built into TV)	
Cutlery/ crockery and cookware	8 knives, forks, table spoons, teaspoons	Dish washed and left for minimum 72 hours
	4 dinner plates	
	4 side plates	
	4 bowls	
	4 mugs	
	4 tumblers	
	4 wine glasses	
	2 sharp knives	
	1 turner	
	1 serving spoon	
	1 large saucepan	
	1 small saucepan	
	1 frying pan	
	1 colander	
	1 cheese grater	
	1 chopping board	
	1 oven tray	
1 grill tray		
Bed protectors	1 double bed with sanitised mattress protector	Washed at high temperature and left for min 72 hours
	2 single beds with sanitised mattress protectors	
	No duvets or pillows	
Mats	1 Bathmat	Washed at high temperature and left for min 72 hours
	1 Doormat	

## Caravan Cleaning Procedures

Cleaning is the act of removing dirt and other visible signs of surface fouling, such as grease marks or stains. Disinfecting is when you use specific chemicals to kill viruses or germs (for example when you spray an area with a bleach solution, such as a sink or toilet bowl). It is essential to clean first, and then disinfect.

Surfaces need to be disinfected before they are safe to touch. All surfaces which are touched frequently, such as light switches, door handles, kitchen surfaces, and bathroom surfaces should be regularly disinfected.

Cleaners should consider wearing disposable gloves, aprons and masks, where appropriate, which should be changed between cleans. Cleaners should also wash their hands frequently or use hand sanitiser.

A potential risk when cleaning is accidentally transporting the virus from one part of the property to another, for instance via a cleaning cloth. Operators should consider how they can clean a property in a way which minimises entering parts of the property after they have been cleaned. It is a good idea to create a plan ahead of a clean which does this, and to execute that plan when cleaning.

## Stabilized Aqueous Ozone (SAO)

The patented SAO dispenser infuses cold tap water with ozone to create safe, high-performing stabilized aqueous ozone (SAO). EN 14476 (Virus), EN1276 and En13697 (Bacteria) compliant.

Benefits of SAO:

Eliminates germs, odours, stains, mould, and mildew.

Quickly kills viruses and bacteria including E.coli, Salmonella, MRSA and more. \*

Safe and effective with no toxins, carcinogens, or chemical residue.

Converts safely back to tap water and oxygen.

\*Kills 99.999% of Escherichia Coli and Staphylococcus Aureus within a 60-second contact time.

The dispenser is ready to fill mop buckets, spray bottles, auto-scrubbers, and more with SAO for cleaning, sanitizing, and deodorizing.

**IMPORTANT:** SAO is only affective as a disinfectant for 24 hours, after which it should be tipped down the drain.

## Ultra Low Volume (ULV) Fogging

Ultra Low Volume (ULV) Fogging is the use of machines that push out disinfectant in a fine mist to cover all surfaces, because the mist is pushed out under pressure the disinfectant spreads across a wide area and can get into hard to reach areas. Fogging takes place after cleaning. EN 14476 compliant chemicals should be used. It is NOT mandatory to use a fogger.

- A key advantage to fogging is that the room is safe to be reopened after 15 minutes.
- Ventilation is always a positive method to remove any airborne virus, although evidence suggests that the virus does not remain airborne for long.
- Bacteria dies within 30 seconds to 1 minute using a fogger. A virus is not alive, as a bacteria is, so you cannot 'kill' it. You neutralise it. Fogging will neutralise a virus in approximately 5 minutes. Testing is still ongoing. Assume that it will be neutralised within 10-15 minutes.
- Curtains and soft furnishings should be fogged from a distance, to avoid over saturating it. When used correctly, material should be dry within 6-7 minutes.

### Caravan Cleaning Approach – General Procedure (no suspected cases)

Step	Tasks	PPE/ Product
Preparation	<p>Open windows</p> <p>Remove, bag and seal mattress protectors</p> <p>Remove, bag and seal towels and tea towels</p> <p>Empty fridge and cupboard</p> <p>Remove anything left by guests</p> <p>Remove Cutlery, crockery and cookware</p> <p>Empty Bins and dispose of waste</p> <p>Dispose of gloves/ apron</p> <p>Wash hands</p>	<ul style="list-style-type: none"> <li>• Disposable Gloves</li> <li>• Surgical Mask</li> <li>• Disposable Apron</li> </ul>
Legionella	<p>Run hot and cold water through the shower head/heads for 2 minutes into a full bucket of water to ensure no spray escapes.</p> <p>If the unit has not been used for two weeks or more, disinfect the showerhead for at least an hour in SAO and run hot and cold water through the hose for 2 minutes as above.</p> <p>If the unit has stood for a period of time, also purge the water system by flushing all toilets, then run the kitchen and bathroom taps with hot and cold water for 2 minutes, then disinfect the showerhead as above, finally run any other taps for 2 minutes.</p>	
Clean	<p>Clean hard surfaces with SAO spray</p> <p>Clean high contact areas (light switches, door handles, kitchen surfaces, and bathroom surfaces) with SAO spray</p> <p>Clean kitchen appliances with SAO spray</p> <p>Clean inside kitchen units with SAO spray</p> <p>Clean toilets and shower/ bath with SAO spray</p> <p>Vacuum the floors</p> <p>Mop the hard floors</p> <p>Change cloths and mop heads</p>	<ul style="list-style-type: none"> <li>• Disposable Gloves</li> <li>• Surgical Mask</li> <li>• Non-slip Footwear</li> <li>• SAO</li> </ul>
Disinfect	<p>Disinfect hard surfaces with SAO spray</p> <p>Disinfect high contact areas (light switches, door handles, kitchen surfaces, and bathroom surfaces, remote control) with SAO spray</p> <p>Disinfect kitchen appliances with SAO spray</p> <p>Disinfect inside kitchen units with SAO spray</p> <p>Disinfect keys with SAO</p> <p>Disinfect toilets and shower/ bath with SAO spray</p> <p>Disinfect toilet bowls with toilet bleach</p> <p>Dispose of gloves</p> <p>Wash hands</p>	<ul style="list-style-type: none"> <li>• Disposable Gloves</li> <li>• Surgical Mask</li> <li>• SAO</li> <li>• Toilet Bleach</li> <li>• Goggles</li> </ul>
Check	<p>Replace Crockery, cutlery and cookware</p> <p>Replace welcome/ wifi info</p> <p>Close windows</p> <p>Replace mattress protectors</p> <p>Check unit is ready for rental</p> <p>Leave keys</p> <p>Dispose of gloves</p> <p>Wash hands</p>	<ul style="list-style-type: none"> <li>• Disposable Gloves</li> <li>• Surgical Mask</li> </ul>

Sanitise with Fogger	Disinfect whole van including curtains and soft furnishing, hard surfaces floors and high contact areas with SAO Fogger Dispose of gloves Wash hands	<ul style="list-style-type: none"> <li>• Disposable Gloves</li> <li>• Surgical Mask</li> </ul>
Laundry/ dishwash	Wash mattress protectors/ towels and cloths Disinfect Mopheads for 1 hour in SAO Box/ bag dry laundry, date and leave for 72 hours Dishwash crockery and cutlery at 60.C Box/ bag crockery, etc, date and leave for 72 hours Dispose of gloves/ apron/ surgical masks Wash hands	<ul style="list-style-type: none"> <li>• Disposable Gloves</li> <li>• Surgical Mask</li> <li>• Disposable Apron</li> </ul>

## Caravan Cleaning Schedule

Area	Frequency
External	Between Guests
Keys cleaned	Between Guests
External handles wiped and disinfected	Between Guests
Clean outdoor furniture and gates/ handrails	Between Guests
<b>Living Spaces</b>	Between Guests
Internal doors and door furniture wiped and disinfected	Between Guests
High level surfaces dusted	Between Guests
Light and power switches wiped and disinfected	Between Guests
All surfaces and furniture, including skirting boards wiped and disinfected	Between Guests
Electrical equipment and remote controls wiped down	Between Guests
Soft furnishings and curtains steamed	Between Guests
Mirrors cleaned Windows cleaned	Between Guests
Windows cleaned	Between Guests
Carpets hoovered and sprayed with SAO disinfectant mist	Between Guests
Hard flooring hoovered and mopped with SAO disinfectant	Between Guests
Empty Bins and disinfect	Between Guests
<b>Kitchen</b>	Between Guests
Internal doors and door furniture wiped and disinfected	Between Guests
High level surfaces dusted	Between Guests
Light and power switches wiped and disinfected	Between Guests
All surfaces and furniture, including skirting boards wiped and disinfected	Between Guests
Electrical equipment, wifi hub and remote controls wiped down	Between Guests
Soft furnishings and curtains steamed	Between Guests
Mirrors cleaned	Between Guests
Windows cleaned	Between Guests
Hard flooring hoovered and mopped with SAO disinfectant	Between Guests
Empty Bins and disinfect	Between Guests
Washing machine / dish washer / microwave / kettle / toaster: clean and sanitise doors, handles and controls	Between Guests
Oven and hob: clean and disinfected surfaces, doors, handles and controls	Between Guests
Fridge: clean and disinfected inside and out, including handle	Between Guests
Pans, crockery, utensils to be washed in the dishwasher	Between Guests
Drawers and cupboards wiped and disinfected	Between Guests
Floor hoovered and mopped with SAO disinfectant	Between Guests
Clean and disinfect high chair	Between Guests
<b>Bedrooms</b>	Between Guests
Internal doors and door furniture wiped and disinfected	Between Guests
High level surfaces dusted	Between Guests
Light and power switches wiped and disinfected	Between Guests
All surfaces and furniture, including skirting boards wiped and disinfected	Between Guests
Drawers and cupboards wiped and disinfected	Between Guests
Soft furnishings and curtains steamed	Between Guests
Mirrors cleaned	Between Guests
Windows cleaned	Between Guests
Carpets hoovered and sprayed with SAO disinfectant mist	Between Guests
Empty Bins and disinfect	Between Guests
<b>Bathrooms</b>	
Internal doors and door furniture wiped and disinfected	Between Guests

High level surfaces dusted	Between Guests
Light and power switches wiped and disinfected	Between Guests
Clean shower / bath / sink including pedestals and splashbacks	Between Guests
Clean Showerhead	Between Guests
Clean and sanitise taps Clean plugholes and pour disinfectant down	Between Guests
Clean and sanitise toilet bowl using a toilet brush to agitate the cleaning process and include under the toilet rim	Between Guests
All surfaces and furniture, including skirting boards wiped and disinfected	Between Guests
Electrical equipment and remote controls wiped down	Between Guests
Soft furnishings and curtains steamed	Between Guests
Mirrors cleaned	Between Guests
Windows cleaned	Between Guests
Hard flooring hoovered and mopped with SAO disinfectant	Between Guests
Soak toilet brushes in bleach	Between Guests

## Communal Area Cleaning Procedures

Communal and staff areas including:

- Reception
- Office
- Staff WC
- Laundry
- Bin Bay
- Barrier Keypad

These areas need cleaning and sanitising with SAO on a regular basis according to the cleaning schedule below.

### Communal Area Cleaning Schedule

<b>Area</b>	<b>Frequency</b>
Barrier Keypad	Multiple times daily
Biffa Bin lids	Multiple times daily
Internal doors and door furniture	Multiple times daily
Light and power switches wiped	Multiple times daily
Surfaces, including skirting boards	Multiple times daily
Windows cleaned	Weekly
Floors	Weekly
Fire extinguishers	Weekly
Hand sanitising stations	Multiple times daily

## 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.

## Contractor procedures

General maintenance will be arranged when the caravan is empty where possible and will follow the procedures of the park.

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