

# Guests who display symptoms of COVID-19

## Information for accommodation providers on Arran



### What to do if a guest feels unwell with symptoms of coronavirus (COVID-19)

The most common symptoms of coronavirus (COVID-19) are:

- a high temperature or fever
- a new continuous cough
- a loss of, or change in sense of smell or taste

**If your guest feels unwell with any of these symptoms, they must self-isolate and book a test for COVID-19 at our local Arran Testing Centre by calling 01770 601033.**

They will be advised to register as a temporary patient with the Arran Medical Group, and the address of your accommodation will be provided as their temporary residence on Arran.

The result of the test will be telephoned to the person, usually within 48 hours, and it is important that they are supported to self-isolate during this time.

If the result is negative, they can carry on their holiday as normal and will no longer be required to self-isolate.

If the result is positive, they must continue to self-isolate for 10 days. They will be contacted by the NHS Ayrshire & Arran Test and Protect Contact Tracing Team.

### Supporting a guest to self-isolate

During the contact tracing process, any members of the party travelling with them who are considered to be close contacts will be asked to self-isolate for 14 days.

If the period of self-isolation extends beyond their booking with you, they will be asked if they can extend their stay with the accommodation provider for the 10 (or 14) days. The cost for this will be expected to be covered by the guest themselves.

If it is not possible to extend their stay with you, the Test and Protect team will advise on alternative accommodation on Arran where they (or their contacts) can complete the self-isolation period before travelling home.

Please refer to the Health Protection Scotland website for advice on how to support your guests to self-isolate. Visit [www.hps.scot.nhs.uk](http://www.hps.scot.nhs.uk) and search Core COVID-19 Information and Guidance for General (Non-Healthcare) Settings.

If a guest is self-isolating in a hotel or other holiday accommodation, staff members should avoid entering the room.



Communication with the guest should take place over the phone to agree arrangements for room service, linen and laundry supply, with such items being left outside the room for the guest to collect.

As far as possible, staff should avoid close contact (within two metres) with self-isolating guests and should wash their hands with soap and water or alcohol-based hand rub.

### Procedures for cleaning facilities

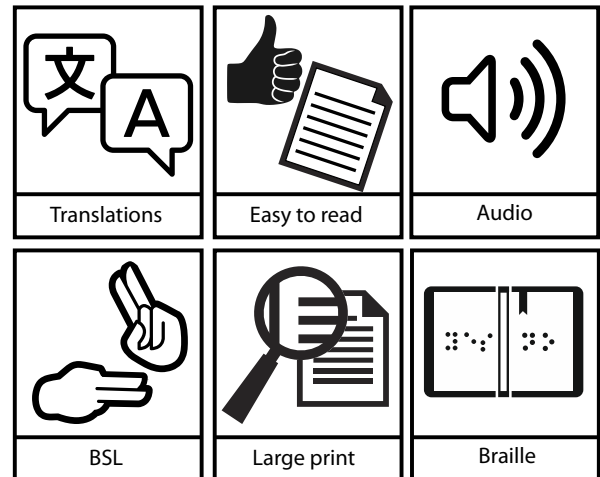
For the routine operation of hotel or hospitality facilities, standard procedures can be used for cleaning cutlery and crockery. After the room is vacated it should be cleaned and disinfected following the guidance prepared by Health Protection Scotland ([www.hps.scot.nhs.uk](http://www.hps.scot.nhs.uk)). The linen and waste should also be managed as per this guidance.

### Latest information

Please ensure you are up to date with the latest advice from the Scottish Government. Visit [www.gov.scot](http://www.gov.scot) :

- Coronavirus (COVID-19): guidance for retail, tourism and hospitality customers
- Coronavirus (COVID-19) Phase 3: business and physical distancing guidance
- Coronavirus (COVID-19): tourism and hospitality sector guidance

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