

IMPORTANT - Updated Coronavirus Advice

There have recently been outbreaks of Covid-19 (commonly known as Coronavirus) in the UK, France and the rest of Europe as well as numerous confirmed cases of the virus across the world. We would like to provide you with the following guidance not only to keep yourselves healthy, but also to help prevent the spread of any viruses and re-assure our customers.

Basic personal hygiene practices

- 1) **Wash your hands** frequently with anti-bacterial hand wash or soap
- 2) You may also wish to use a **hand gel / hand sanitizer** containing at least 60% alcohol when you are on the move. We provide hand sanitizer in all outlets.
- 3) If you cough or sneeze, catch this in a tissue, **put the tissue in the bin immediately, and wash your hands**. If you don't have a tissue use your elbow.

Hygiene practices in our restaurants/cafés

- 1) Wash your hands (as per instructions at <https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/>) **immediately on arriving at the restaurant and at least hourly during your shift** or when you touch hard surfaces that have been touched by customers.
- 2) Ensure that **hard surfaces, door handles and bathroom taps** etc. are regularly cleaned / wiped with Anti-viral Safe-Zone-Plus. It's best to use it alongside Esteem. This should happen at the beginning and end of each service and when a customer leaves a table.
- 3) Ensure **bathrooms are stocked with anti bacterial hand wash and gel / hand sanitizer** and where possible have hand sanitizer on view to customers and cleaning products visible.
- 4) **Don't shake hands or kiss / hug** colleagues or customers.
- 5) Be really aware **not to touch face during service**, and if you cough, to **use tissue and leave immediately to staff toilets** to wash hands and use hand sanitiser in public view.
- 6) All staff with apparent **cold symptoms should not be working** and asked to go home until end of the coronavirus high risk period. Customers displaying similar symptoms can be asked to leave or move table at the manager's discretion.
- 7) Staff should **avoid touching plates, glass rims, cutlery ends and bottle tops with bare hands**. Use **dish clothes** (used for hot dishes) for service of both **hot and cold plates**, for **putting out cutlery**, for **handling coffee cups**, and for **taking off screw tops or uncorking / cleaning top of bottle**, and ask customers if they would like to take off screw tops. This will need some common sense – we don't want to see the server's hands on plates or sides, or over top of bottle rather than holding it around middle etc.

In cafés, **handle soups from side of container** and not lid, and generally handle food containers and plates as little possible to reassure customers.

JPRESTAURANTS

- 8) Encourage staff to talk to customers about precautions we are taking and record any customer concerns as feedback via Feed It Back.

Information from the Government of Jersey

The Government of Jersey will regularly update [this page](#) with advice on travel from affected areas and what to do if you believe that you may have caught the virus. The Government of Jersey's helpline is 01534 445566.

Travel

Please inform HR of any plans you have to leave the island before you make a booking so you can be informed of practicalities such as if you have to self-isolate when you return and any impact this may have on your pay.

If you have travelled to an affected country, or if you believe you have come into contact with the virus

If you have recently travelled to an affected country, you should self-isolate for 14 days. You should not attend the Emergency Department or a doctor's / GP's – instead, call the Government's helpline above for advice.

Symptoms of the virus are often fever, a dry cough, and a shortness of breath. If you believe that you have the virus, you should not attend the Emergency Department or a doctor's / GP's – instead, call the Government's helpline above for advice.

If you need to self-isolate, you may be able to claim up to 14 days of Short-Term Incapacity Allowance (STIA) in lieu of lost salary. To do this, you will need to email to Health Zone (health.zone@gov.je) or call 01534 444444.

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