

# NORFOLK ACCOMMODATION



## PROCESS FOR GUESTS WITH (SUSPECTED) CORONAVIRUS

GUEST INFORMS ACCOMMODATION PROVIDER THEY HAVE SYMPTOMS

ACCOMMODATION PROVIDER ADVISES GUEST TO ISOLATE AND REQUEST A TEST, USING THE POSTAL ADDRESS FOR THE ACCOMMODATION.

Guests are advised that after testing, they may end their stay as long as they have access to private transport and can make the journey home without needing to stop anywhere.

FOR GUESTS  
CONTINUING TO STAY...

GUEST CAN SAFELY  
TRAVEL HOME...

In the event of a positive result, guests and their close contacts (e.g. those staying in the same accommodation) must follow NHS Test and Trace advice to isolate for at least **10 days**. Guest must inform accommodation provider of result.

In the event of a negative result guests should continue to isolate until they have been free of a high temperature for 48 hours, without the use of medicines such as paracetamol.

For those who can safely (i.e. in private transport and without needing to leave the vehicle) make the journey home to isolate they should be advised to follow **NHS Test & Trace Guidance**, and Public Health England **Stay at Home advice**.

Accommodation could provide cleaning products and hand sanitiser, for guests to use whilst isolating to minimise the risk of spread to other members of their group.

Accommodation provider notifies Norfolk Outbreak Management Team' on **phnorfolkcomc@norfolk.gov.uk** or **01603 223219**

Guests can phone Norfolk County Council on **0344 800 8020** for support whilst self-isolating.

WHEN GUEST VACATES PREMISES,  
CLEAN ALL ROOMS USED BY THE GUEST FOLLOWING GUIDANCE FROM

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

In any cases where a guest is symptomatic and awaiting test results or has tested positive, they must fully isolate, along with anyone they are sharing accommodation with that would constitute a household. Any guests identified as a close contact of a case will also need to self-isolate. If the accommodation cannot facilitate this (and the guests cannot safely return home), the accommodation provider must contact the Norfolk Outbreak Management Centre on **phnorfolkcomc@norfolk.gov.uk** or phone **01603 223219**

**PROTECT OURSELVES. PROTECT OTHERS. PROTECT NORFOLK.**