

SECTION 8 - DUE DILIGENCE

DD/03: Management of illness (vomiting and/or diarrhoea)

1.0 Purpose

1.1 The purpose of this procedure is to outline the measures Campus & Commercial Services has in place in order to respond to and manage reported cases of illness involving symptoms of vomiting and/or diarrhoea. This procedure will ensure that the:

- responsibilities for each person in this circumstance have been identified;
- appropriate methods for securing information are followed;
- prompt and effective investigation is carried out and documented;
- appropriate lines of senior management are informed from the onset and of any progress;
- appropriate Environmental Health Department is informed from the onset and of any development.

2.0 Notification of illness

2.1 Any member of staff that receives notification of illness which includes symptoms of vomiting and/or diarrhoea and which affects single or multiple cases shown by guests or staff then the Duty Manager must be informed with immediate effect.

3.0 Duty Manager responsibilities

3.1 At the earliest possible convenience the Duty Manager shall inform the appropriate Health & Safety Adviser or in their absence contact Health & Safety Services. Guidance and/or advice will be given on how to take proceedings forward.

3.2 The Duty Manager shall adopt the role of 'investigating officer' and undertake a full investigation in line with, as appropriate:

- **DD/04: Investigation of illness** - Training & Conference Centres
- **DD/05: Investigation of illness** - Warwick Conference Park & Events / Warwick Retail

3.3 The Duty Manager shall instigate and co-ordinate any necessary action, including notification to the appropriate Environmental Health Department.

- Coventry City Council (Normal hours)
- Emergency Services Unit (Bank Holidays & week-ends)

Warwick Conference Park & Events, Warwick Retail & Arden

- Warwick District Council (Normal hours)
- Emergency Services Unit (Bank holidays & week-ends)

Radcliffe, Scarman, Café WBS, The Barn

3.4 The Duty Manager shall inform the General Commercial Manager at the earliest possible convenience and keep them informed of any developments.

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4.0 General Commercial Manager responsibilities

- 4.1 The General Commercial Manager will notify the appropriate Director and keep them informed of any developments.

Version	Date of issue	Author	Endorsed by
V3	June 2019	Graham Day; Health & Safety Adviser	Graham Hakes; Senior Health & Safety Adviser