

QUARANTINE INFORMATION

For Those Staying at Approved Properties

SHOULD YOU REQUIRE ASSISTANCE,
PLEASE CONTACT THE DUTY MANAGER
AT BRADLEY'S CAMP BY CALLING

25911

USEFUL NUMBERS

Hospital 22500

Medical Emergency 911

Fire & Police 999

Police Office 22626

Dear

On behalf of the Bradley's Team I would like to welcome you to St Helena. If you are a returning resident, welcome home. If you are arriving for the first time, welcome to our unique and special island.

While you are in quarantine - at Bradley's Camp, in your own home, or at an approved property - my Team and I will strive to ensure that your time in quarantine is made as comfortable as possible.

Quarantine is a legal requirement on St Helena covered by the Public Health (Prevention of Formidable Diseases)(Coronavirus) Regulations, 2020. In other words, it's the law.

If you break quarantine – by leaving the boundary of Bradley's Camp, or the boundary of your property, or by passing any items (letters, parcels, etc) to anyone outside of your 'bubble' (those persons you have travelled with) - any reported incidents will be investigated by the Saint Helena Police Service and offenders may be subject to prosecution for breaching a condition of isolation where upon conviction a penalty of a fine up to £5000 and/or a term of imprisonment may be imposed.

For quick reference, the symptoms of covid-19 are:

- a. Fever
- b. Any Cough
- c. Fatigue
- d. Shortness of breath
- e. Sore Throat
- f. Runny Nose
- g. Sneezing
- h. Nausea, Vomiting or Diarrhoea
- i. Loss of Appetite
- j. Loss of Taste
- k. Loss of Smell
- l. Blurred Vision or sore eyes (such as conjunctivitis)
- m. A Rash

Each day we will be in contact telephonically with a daily health call to check on your wellbeing and will run through the list above, and ask other questions. If you are experiencing any of these symptom you do not have to wait for the daily call. Call Bradley's Office on 25911. Or if you are feeling really unwell, call the Hospital direct on 22500.

Please use the daily call as an opportunity to give any feedback or ask any questions, including housekeeping issues at Bradley's Camp or your living arrangements if in an approved property. We can only help you if you tell us what you need. Please feel free to ask anything at all. All information provided is treated in strict confidence. We are here to assist you.

Regards,

Matthew Joshua
Operations Manager
Bradley's Camp Quarantine Facility

OTHER USEFUL CONTACTS:

SURE (PHONE, INTERNET) – 22900
ROSE & CROWN (GROCERIES / SUPPLIES) – 22427
THORPES (GROCERIES / SUPPLIES) – 22781
PHARMACY – 22500
POLICE (SWITCHBOARD) - 22626

ACCOUNTS

While you are in quarantine there are items available for you to purchase. Like you would in a hotel, you can open an account, purchase items and charge them to your room or house. You will be expected to settle this account at 'check out' or very soon after.

The Rose & Crown Shop offers a scheduled delivery service to Bradley's and a special delivery service for those quarantining at home or at an approved property on the Island. Groceries, confectionaries, snacks, toiletries, cleaning products, phone top-up cards and a range of other items can be purchased direct from the Rose & Crown Shops by calling 22427. Terms & conditions will apply and this includes opening a credit account which must list your address on the island (or employer's details).

When placing orders over the phone you must indicate to the Rose & Crown Sales Assistant that you are currently in quarantine, giving your name and location. The Sales Assistant will have a list of those in quarantine for reference.

Items can be ordered by telephone between 9am and 4pm Monday to Saturday.

Please be aware that scheduled deliveries of items to Bradley's will take place on select days (the Manager at Bradley's will confirm these), so please ensure that you order sufficient to see you through. Orders must be made by 09:30 on the delivery day. Additional deliveries can be arranged directly with Rose & Crown at an additional cost.

Accounts will close 24 hours before you finish quarantine. You will be presented with an invoice from Rose & Crown on your last day or earliest convenience. You can settle this invoice once you finish quarantine by paying into the Bank of St Helena into the nominated account, or you can settle at one of the Rose & Crown shops in Jamestown or Longwood (Rose & Crown, The Arch Shop, The Hive, Longwood Supermarket or Longwood Hardware Store).

To open an account with Rose & Crown and to place an order, please call 22427.

ADAPTERS

If you are having difficulty we will endeavour to find a suitable adapter or charger for your device. Please give as much detail as you can to the Duty Manager or a staff member, or, a family member or friend could find a replacement for you.

BATHROOM AMENITIES

We have assumed that you have some toiletries with you. Soap for showering is provided in the property along with towels. If you are in your own home you are expected to have your own. Other toiletries and products are available for you to order from the Rose & Crown.

BED LINEN & BLANKETS

Extra blankets are available from Bradley's Camp. Please call and ask a staff member should you require any additional items to enhance the comfort of your stay. These will be delivered to you.

Similarly, your accommodation should have sufficient bed linen. If you experience any issues, please contact the Manager at Bradley's Camp.

THE BOUNDARY – WHERE YOU CAN AND CAN'T GO

If you are quarantining at home or at another property outside Bradley's the boundary that you must stay within is 5 meters from the walls of your house. You must not venture past this boundary. To do so means you break quarantine.

CLEANING YOUR ACCOMMODATION

Regular cleaning, particularly wiping down surfaces with a disinfectant surface cleaner can help minimise the spread of coronavirus.

As you are in quarantine you are expected to clean your own accommodation. Cleaning products are provided in some properties. If you are in your own home you should have at least one surface cleaner present. If you require additional cleaning products please notify the Duty Manager at Bradley's Camp and some will be delivered to you. If you are in your own home, please order

these from a supplier or, better still, have family and friends put them in the house in advance.

We ask that you respect the property you are staying in and maintain a good standard of cleanliness and tidiness.

CLIMATE

For much of the year temperatures across the island are between 20-27°C. Inland temperatures and exposed areas with a wind chill factor (like at Bradley's Camp) can be about 5 degrees colder, or more, and in the central, more exposed or higher areas of the island there are noticeable contrasts in climate. In August to October there can be heavy rains and windy conditions.

DAILY HEALTH CHECKS

The Manager of Bradley's Camp and a trained Team will undertake a daily check with you to monitor your condition during the quarantine period, check on your welfare and discuss any questions or concerns or requests. These checks will mostly be done telephonically between 09:00 and 11:30.

Your assistance would be greatly appreciated so that the Health Directorate can monitor your condition in the interest of public health. It would also give you the opportunity to seek information and assistance and you would hopefully find this helpful and reassuring. If done in person a health professional will meet you at a designated outside area near your accommodation within the 5m boundary. Bradley's Camp Manager or a health professional will convey a suitable time for this check-up.

DEPARTURE

Your quarantine period ends after midnight on the night of your final full day. If you have arranged to be collected from your property you can leave the premises. However, if you do not have someone to collect you and a place of residence to go to immediately, in the interest of your safety we strongly advise that you stay the night and depart in the morning, at your earliest convenience. On the day of departure from your property, if it's not a family home, we kindly request that you vacate by 09:00. If your arrangement is to have catering provided breakfast will not be provided on the day of your

departure. If you would like someone to call you a taxi or contact a friend, family member or employer to collect you please contact the Manager at Bradley's Camp. A few days before the end of quarantine a letter with the testing and departure arrangements will be given to each resident, or information will be relayed telephonically to you.

DIETARY REQUIREMENTS

If your arrangement is to have meals delivered to you, and if you have specific dietary requirements or food allergies, please alert the Manager at Bradley's Camp immediately so that menu options can be sourced to meet your requirements. Stocks are often limited on St Helena, so we thank you for your patience and understanding in advance as we strive to meet your requests.

DOCTOR

Please use the daily health calls to raise any issues or concerns. If you are feeling unwell at any time please call Bradley's Camp on 25911 and we will alert a Doctor or a Medical Professional on your behalf. St Helena Government has Doctors on call 24 hours a day. For recording purposes your call will be logged.

Alternatively, should you feel really unwell you can contact a Doctor directly by calling the hospital on 22500, or in an emergency, by calling 911.

If you require an ambulance or an emergency service please make it very clear that you are in quarantine, your location and provide contact details. Also see DAILY HEALTH CHECKS.

ELECTRICAL CURRENT

The current on St Helena is 240 volts, 50 Hz, the same as the UK and South Africa. St Helena uses the UK 3-pin square plug. If you are in any doubt about your electrical appliance and compatibility for St Helena, please contact the Duty Manager.

EMERGENCY CONTACTS

Hospital 22500

Medical Emergency 911

Fire & Police 999

Police Office 22626

FEEDBACK

Your constructive comments and feedback can help us improve arrangements and help make quarantine procedures run more smoothly. Please feel free to ask questions and offer your suggestions on your daily call. In order to react quickly to complaints or questions, (for example if there is a problem with your meal or you have urgent maintenance issues) it might be quicker to phone 25911.

MEALS & DELIVERIES

If your arrangement is to have meals delivered to your accommodation you should adhere to the following guidelines:

- The delivery person or caterer will beep their horn or shout to make themselves known to you. It would be beneficial for delivery persons to call the property in advance to notify residents of a delivery time.
- Residents can acknowledge the delivery person – eg. wave through a window – but residents should stay inside the property until the delivery has been made and the delivery person or caterer has left.
- Deliveries should be dropped at a convenient location 5+ meters from the accommodation. Ensure items are protected from rain and wind.
- Residents should NOT pay for any deliveries. No cash or other items should be passed from those in quarantine to those making a delivery. Remember, cash or things those in quarantine have touched could potentially carry the coronavirus.
- If residents find it necessary to speak to someone on the property then they should maintain a distance of 5m+ and wear a face mask or face covering at all times.

The following businesses will deliver meals to your property.

Rosie's Taste For Life - 25507

We provide a delivery service for Lunch and Dinner from Tuesdays to Sundays, and offer a wide choice of menu items including kids' meals and special dietary meals. Minimum order for delivery is £15, a delivery charge will be applied. Deliveries are made between 11.30am and 6pm, please call 25507 to book your meals and for a copy of our menu please email rosies@helanta.co.sh.

Sandwich Bar / Derek & Linda Richards – 24620 or 51213

We can deliver breakfast, lunch and dinner. We offer a wide range of menu items, including kids meals. We can also deliver a range of beverages. We will set up an account for you and all we will need is your contact details eg. Address and telephone number. You can select from our daily menu which will be provided. Orders must be over £20 to be considered for delivery and can be placed via telephone to our details above, or email us on office@islandimages.co.sh, or check out our website www.islandimages.co.sh.

Tasty Bites – Tel: 23116

We can deliver breakfast, lunch and dinner. We offer a wide range of menu items, including kids meals. We can also deliver a range of beverages... Orders must be over £20 to be considered for delivery.

V2 / Pub Paradise – 25544

We can deliver a range of meals directly to your area, to include breakfast, lunch and dinner plus kids meals. We also provide a shopping service for toiletries etc. We can also deliver an extensive range of beverages and pizzas. Orders must be over £20 to be considered for delivery. Just call us on 25544 to make your order or request a service.

You are not limited to using the businesses above. You can call other businesses, or family and friends, for deliveries to be brought to you. However, as with all deliveries to those in quarantine minimum distancing measures of 5m+ must apply.

GIFTS & FOOD PARCELS

Family, friends and colleagues can leave gifts and food parcels for you at your property. Strict guidelines of 5m distancing must be adhered to. See above FOOD DELIVERIES.

Deliveries must be placed at least 5m from the property.

While deliveries are being made residents should remain inside the property.

INTERNET

Each property will have its own arrangements for internet access. These will be explained to you upon arrival, over the phone, or in documents left for you in the property.

For more information on SURE (St Helena's internet service provider) go to www.sure.co.sh.

LAUNDRY

Your property should have a washing machine and washing detergent. Please ensure you know how to use the machine correctly. If in doubt, please call the owners of the property or call Bradley's Camp, 25911.

Please note the following:

- When doing laundry you should not shake your sheets, towels or personal items.
- Empty items straight into the washing machine drum.
- Wash items on a hot wash (60 degrees C or more), and if available, use a tumble dryer, on a high heat setting.
- If you are hanging out washing to dry try and do so in or as close to the property as possible.

If you need any further info on laundry, please contact the Duty Manager at Bradley's Camp.

LUGGAGE, PARCELS, LETTERS & OTHER ITEMS

Your luggage and any other items that you have travelled with **must** remain with you for the full duration of your time in quarantine.

Passing on any item such as, letters, gifts and parcels to anyone outside your quarantine 'bubble' (those in quarantine with you in the property) is **strictly forbidden**. Any reported incidents will be investigated by the Saint Helena Police Service and offenders may be subject to prosecution for breaching a condition of isolation where upon conviction a penalty of a fine up to £5000 and/or a term of imprisonment may be imposed.

CONTACTING BRADLEY'S CAMP

A Duty Manager is available between 07:00 and 21:00 hours at Bradley's Camp for emergencies, general or hospitality related enquiries. You can contact the Duty Manager by calling 25911.

MEALS & DIETARY REQUIREMENTS

If your arrangement is to have meals delivered, please alert the Duty Manager at Bradley's Camp to any food allergies, dietary requirements and preferences as soon as possible.

Similarly, if you are ordering a delivery from a restaurant then please ensure you give as much information as possible to avoid mistakes.

Whilst we endeavour to produce a varied menu over the two weeks for those whose arrangement is to have food delivered, please be aware that the island does experience shortages in many foodstuffs as stocks and supply chains have been severely impacted by Covid-19. We thank you in advance for your patience and understanding.

When you have finished eating please dispose of your meal box and any other rubbish in one of the rubbish bins provided. See RUBBISH DISPOSAL.

MEDIA

There are two local radio stations on St Helena: SAMS (South Atlantic Media Services) and St FM. Both offer local programmes, news, announcements and adverts, also relaying the BBC World Service programmes. The Camp has a limited supply of portable radios that can be borrowed. Please request a radio through the Duty Manager.

MOBILE PHONES

It is preferable that your daily health call will be done via a landline telephone.

If you do not have a landline phone you will be provided with a local SIM card for your mobile. Airtime in £10 top-up cards is available to purchase from the Rose & Crown, or speak to the Duty Manager at Bradley's.

MONEY, BANKING & ATMS

The Saint Helena Pound and the British Pound are accepted on St Helena. One St Helena Pound is equivalent to one British Pound Sterling. St Helena notes and coins are the same denominations as their British equivalents.

Credit cards are only accepted at a very limited number of establishments on St Helena.

There are no ATMs on St Helena, but visitors can credit cards at the Bank of St Helena to obtain cash advances. There is a 5% charge on the amount withdrawn, with a minimum charge of £2.50. Cards used for this service must have a verification number. Signed picture ID in the form of driver's license or passport, must be presented.

To transfer funds between other countries and St Helena go to www.sainthelenabank.com.

NEWSPAPERS, MAGAZINES & BOOKS

We have a selection of reading material available at Bradley's Camp. Please ask the Duty Manager as to what's available. Unfortunately we cannot provide a written list of available reading material.

RELIGIOUS & SPIRITUAL MATTERS

If you would like to contact a priest or faith leader on the island the Manager at Bradley's Camp will try to supply you with contact details.

RUBBISH DISPOSAL

Place your rubbish in the rubbish bags provided for disposal. Sealed or tied rubbish bags should be left for 3 full days before being put out for rubbish collection. For example, if your rubbish collection or bin day is Friday, then you should only be putting rubbish from Monday out on Friday.

Why do you need to do this? Because coronavirus can stay on surfaces for up to 3 days. By leaving your rubbish to rest for 3 full days you are helping to ensure that any potential risk of spreading coronavirus is significantly minimised.

SMOKING

If the property you are staying in is not your own or a family home, then your property is non-smoking throughout. Do not smoke inside the accommodation. Please respect the owner's wishes and only smoke in the designated areas, remaining within the 5m boundary. Please dispose of your cigarette butts in the receptacle provided or suitable bin.

TELEPHONES

There should be a landline phone in your property. Your telephone number will be written down clearly by the telephone. The county code for St Helena is +290.

If you are not in your own or a family home this phone can only call out locally (on St Helena). However those family and friends overseas can call you direct.

There are no area codes in St Helena and most telephone numbers are just five digits.

If you do not have a landline phone you will be provided with a free sim card for your mobile phone. Phone credit vouchers are available from the Rose & Crown shop. There is an online directory at www.sure.co.sh. Or the Duty Manager at Bradley's can provide you with telephone numbers.

In the unlikely event that your property does not have a landline and you do not have a mobile phone, a basic mobile can be provided for you to ensure the daily health checks are carried out.

VISITORS

Even with distancing measures in place visiting those in quarantine is very much discouraged. Instead, you should contact friends and family by telephone or internet.

WALKING AROUND

The limiting boundary of your property for quarantine is defined as a 5m distance from the walls of the house.

It is encouraged that you try and keep active and do as much exercise as you can whilst in quarantine. This can be challenging in a small space but please remain within the boundary of your accommodation. You will be breaking quarantine if you leave the boundary of your quarantine area. Any reported

incidents of breaking quarantine will be investigated by the Saint Helena Police Service and offenders may be subject to prosecution for breaching a condition of isolation where upon conviction a penalty of a fine up to £5000 and/or a term of imprisonment may be imposed. Please ensure that whilst outdoors you maintain distancing of 5m+ between you and others, for example, delivery persons.

It is recommended that you wear a face covering or mask when outside your accommodation.

WATER

The water coming out of the taps on St Helena in your room is potable (you can drink it).

If your arrangement is to have meals delivered from Bradley's Camp then you will also receive bottled water.