

# HEALTH, SAFETY & HYGIENE PLAN

## COVID-19 Transmission

According to current evidence, COVID-19 virus is transmitted between people through respiratory droplets (particularly when coughing). Direct contact with an infected person or indirect contact, (touching a surface or object that has been contaminated with respiratory secretions) and then touching their own mouth, nose, or eyes is another route of transmission.

Although most infected people develop mild symptoms, severe disease may result in older people and/or people with other medical conditions and they may require rapid hospitalisation. Prevention measures include regular and thorough hand hygiene, social distancing, avoiding touching eyes, nose, and mouth, and good respiratory hygiene. In public areas, cleaning and disinfecting frequently touched objects and surfaces can help reduce the risk of infection.



# Reception and Concierge

## 1. Information and communication

- Reception desk staff should be sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment.
- Reception desk staff must take all necessary precautions, including physical distancing.
- Official, up-to-date information should be available about travel to and from countries or areas where COVID-19 is spreading.
- The reception desk should have immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.

## 2. Necessary equipment and medical kit at the reception desk

- Germicidal disinfectant/wipes for surface cleaning Tissues.
- Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once (see Advice on the use of mask).
- Gloves (disposable)
- Protective apron (disposable)
- Full-length long-sleeved gown
- Biohazard disposable waste bag

### Responsibilities

- Sanitize the desk, Reception area and all operating equipment every 30 minutes
- Provide all guests that check in with a Hygiene welcome pack
- Screen all guests using the thermometer
- Ensure all staff are practising good Hygiene practice in and around reception area
- Hotel guests should be advised upon check in that no service will be supplied during their stay unless requested with prior arrangements

### **3. Social distancing measures, hand cleaning, and respiratory hygiene**

Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality.

- Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft) and avoiding anyone who is coughing or sneezing.
- • Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
- • Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

### **4. Monitoring of guests who are possibly ill**

Reception staff should note all relevant incidents that come to their knowledge, such as requests for doctor's visits. This information will aid guests through appropriate advice, facilitating early detection, and rapid management of suspected cases with local health authorities.

Reception staff must treat all this information with discretion, leaving it up to the management and to medical services to evaluate the situation and make appropriate decisions.

# Technical and Maintenance Services

## 1. Water disinfection

It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, preferably at the upper limits of the range.

## 2. Dishwashing and laundry equipment

The proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

## 3. Air-conditioning

Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked.

## 4. Dispensers

Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced. The hotel should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of interest (e.g. entrance to the dining hall, restaurants, and bars).

### Responsibilities

- Sanitize the work shop and all operating equipment every 30 minutes
- Ensure all staff are practising good Hygiene practice in and around the establishment
- Use PPE at all times and disinfect any door handles and surfaces that has been worked on

# Restaurants, breakfast and dining rooms and bars

## **1. Information and communication**

- Restaurants, breakfast, and dining room and bar staff should perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible.
- Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

## **2. Buffets and drinks machines**

- At the buffets, guests should avoid handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service.
- The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.

## **3. Washing dishes, silverware, and table linen**

- The usual procedures should be used. All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff.
- If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.

## **Recreational areas for children**

Although the current evidence indicates that most children appear to develop less serious respiratory symptoms of COVID-19, there are reports of children infected with COVID-19 who have developed severe or critical disease, and some children have died. The persons responsible for children should be vigilant for any signs of respiratory disease and should immediately inform the child's parents and the management of such circumstance.

Depending on the local context, including the number of children and instruction from national health authorities, consideration should be given to closing the recreational areas for children. In any case, special cleaning and disinfection protocols should be applied to these facilities.

# Cleaning and housekeeping

## 1. **Cleaning and disinfection**

Even in the absence of COVID-19 cases in the establishment, it is recommended that hygiene services be enhanced. Special consideration should be given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as a general preventive measure during the entire COVID-19 epidemic. Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff should be instructed accordingly. Recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE).

The following should be implemented for rooms or specific areas exposed to COVID-19 cases:

- Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths should be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm). Surfaces should be rinsed with clean water after 10 minutes contact time for chlorine. Surfaces should be rinsed with clean water after sufficient contact time for the chlorine.
- Service staff may require additional training in the preparation, handling, application, and storage of these products, mostly bleach, which may be at a higher concentration than usual. The cleaning staff should know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.
- When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc. then alcohol 70% could be used.
- Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths and absorbent materials, e.g. mophead and wiping cloths. When pertinent, disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.
- Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions should be given for washing them in hot cycles (70°C or more) with the usual detergents.
- Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management.
- In general, public areas where a case has passed through or has spent minimal time in (corridors) do not need to be specially cleaned and disinfected.
- Cleaning crews should be trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed.
- All rooms and common areas should be ventilated daily.

## 2. **Monitoring of sick guests**

Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They must treat all this information with discretion.

## 3. **Availability of materials**

Cleaning staff should be trained on the use of and provided with personal protection equipment as listed below:

- Gloves
- Disposable gowns
- Closed shoes
- If doing procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons.
- They should also have access to sufficient disinfectant solutions and other supplies

## 4. **Optional housekeeping programmes**

All programmes where guests can voluntarily forego housekeeping services should be suspended in the service of maximizing health and safety of hotel staff and guests alike.

### **Responsibilities**

- Sanitize the housekeeping area and all operating equipment every 30 minutes
- Ensure all staff are practising good Hygiene practice in and around the establishment
- Use PPE at all times and disinfect any door handles and surfaces that has been worked on
- Rooms and Bathrooms needs to be cleaned thoroughly after each departure and before arrivals
- Limited contact should be made with any guests inhouse

# Handling COVID-19

## 1. General recommendations

If a guest or staff develops symptoms of acute respiratory infection, efforts should immediately be made to minimize contact of the ill person with all guests and staff of the establishment. Reception or other hotel staff should follow the procedures in the action plan for the situation when a guest develops signs and symptoms indicative of COVID-19.

- Separate the ill person from the other persons by at least 2 m (6 ft).
- If the situation requires and the ill person is not transferred to a medical establishment, Management shall consider relevant measures that the ill person is taken care of in an adequate way. This might include the need for the potential designation of one member of the staff, who is sufficiently trained in infection prevention and control, and the policies and measures for the staff should the staff develop symptoms following the service of an ill person.
- If possible, designate one bathroom for use only by the ill person.
- Request the ill person to wear a medical mask and practice respiratory hygiene when coughing and sneezing. If the medical mask cannot be tolerated by the ill person, provide tissues to cover mouth and discard the tissue immediately into a biohazard disposal waste bag. If no biohazard disposal waste bag is available, place it into an intact plastic bag, seal it, and consider it “biohazard” waste; wash hands with soap and water or alcohol-based hand rub.
- In case the ill person cannot wear a mask, direct contact with the ill person should be avoided unless wearing at least disposable gown, gloves, a mask, and eye protection.
- When attending to an ill guest or staff coming from an affected area who displays fever, persistent cough, or difficulty breathing, always use additional protective equipment (provided in the Universal Precaution Kit), including mask, eye protection, gloves, and a gown.
- Remove PPE carefully to avoid contaminating yourself. Remove first gloves and gown, do hand hygiene; next remove the mask and eye protection, and immediately wash hands with soap and water or alcohol-based hand rub.
- Properly dispose of gloves and other disposable items that had contact with the ill person’s body fluids in biohazard bag or a secured plastic bag, which will be considered as “biohazard” waste.

## 2. Case of an affected worker

If a member of the staff reports respiratory symptoms, the worker must immediately stop work and seek medical assistance. The staff should stay isolated in a suitable room while the medical services are being notified. The symptomatic worker should be provided with disposable tissues and a mask that should be worn when other persons are present or when having to go out to common areas.

Staff who report from home that they are ill with respiratory symptoms should be advised to stay at home and seek medical attention.

Staff who report from home that they have been diagnosed with COVID-19 should follow the instructions received from the doctor, including the recommendation of self-isolation at home until the symptoms have completely disappeared (Note: For a COVID-19 patient to go through a mild form of the disease and fully recover takes about one month).

### **3. Case of an affected guest**

If the person affected is a guest of the tourism accommodation establishment, continued stay of the sick person in the establishment is not recommended. The person can be isolated in a room on a temporary basis until the intervention of local health authorities, and provided the room is not shared with other guests. No visitors should be permitted to enter the room occupied by the affected guest. Depending on the availability of rooms, accompanying persons, if any, should be moved to a different room

If there is no other option but to keep a sick guest suspected of COVID-19, with mild symptoms, self-isolation in the room should be considered. Doctor's visits should be carried out in the sick person's room whenever possible, avoiding the need for the patient to go to the doctor's office.

A sick guest who is suspected of COVID-19 should stay in an individual room, except in the case of children or persons requiring caretakers. The sick person should not receive visitors, or if they do, visits should be limited to what is strictly necessary. The guest should receive food in the room. Sick persons should not share a bathroom with other persons, and neither should they share towels, blankets, or any type of clothing with their caretakers.

### **4. Non-affected guests**

Non-affected guests are persons considered to have had a low-risk exposure. They should be provided with information about the disease, its transmission, and preventive measures. They should be asked to self-monitor for COVID-19 symptoms, including fever, cough, or difficulty breathing for 14 days from the date of departure of the confirmed case from the establishment. Should they develop symptoms indicative of COVID-19 within 14 days, they should be asked to immediately self-isolate and contact local health services.

### **5. Suppliers of goods and services**

Contractors and suppliers of goods and services should follow safe systems of work and also have systems in place for the prevention of the spread of COVID-19.

**Seek medical advice by first phoning Healthline's dedicated COVID-19 number 0800 358 5453 or contacting your GP or emergency health centre by phoning ahead of your visit**

When you get to the doctor's clinic or hospital, tell them again that you may have COVID-19 infection. As soon as possible, please call your employer to notify them that you have developed symptoms and will be tested for COVID-19.