

COVID 19: INFECTION CONTROL & PREVENTION

IMPACT ON HOSPITALITY INDUSTRY

Introduction

- Several countries have demonstrated that COVID-19 transmission from one person to another can be slowed or stopped.
- Hotels and tourism accommodation establishments are no more susceptible to contagion than other public establishments visited by large numbers of people who interact among themselves and with employee

Hospitality Industry

- Hotels & restaurants are places where guests stay temporarily in close cohabitation and where there is a high degree of interaction among guests and workers.
- It is these aspects—
 - the lodging of guests in along with the services this entails (food and beverage, cleaning, activity organization, etc.)—and
 - the interactions specific to these establishments (guest-guest, guest-staff, and staff-staff) that require specific attention.

Our responsibility

- Every staff member must strictly comply with the basic protective measures against COVID-19 , such as:
- hand hygiene,
- physical distancing,
- avoid touching eyes, nose and mouth,
- practice respiratory hygiene and
- to heed the advice to stay home and seek medical attention if they have symptoms consistent with the disease.

Reception & Concierge

- 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
- Capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require
- advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor

Reception & Concierge

- Reception desk staff, if possible, should not be older or with underlying health conditions.
- Reception desk staff must take all necessary precautions, including physical distancing.
- Reception Desk staff should be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19.

Reception: Equipment

- 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
- Gloves (disposable)
- Protective apron (disposable)
- Full-length long-sleeved gown
- Biohazard disposable waste bag

Reception: Social Distancing

- 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

- 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

- Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water.
- Avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.

Respiratory Etiquette

- 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.

Food & Beverage

- F&B 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.

Buffet & 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 & drinks machines should be cleaned and disinfected at least after each service and more often if necessary.

Dishes & Cutlery

- All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine
- 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.

Table Setting

- Whenever possible, it is recommended to have a maximum of 4 persons for 10 square metres.
- Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.

Housekeeping – Enhancing hygiene

- Special consideration should be given to the application of cleaning and disinfection measures in common areas (toilets, halls, corridors, lifts, etc.)
- 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.

Housekeeping – Enhancing hygiene

- All rooms should be ventilated daily
- There should be a special cleaning and disinfection plan for situations in which there are sick guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment.

Procedure for Rooms

- 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
- 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.

Use of Bleach

- 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.

Cleaning Materials

- Whenever possible, use only disposable cleaning materials.
- Discard any cleaning equipment made of cloths and absorbent materials, e.g. mophead and wiping cloths.
- Disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution

Bedlinens

- 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.
- All used items must be handled appropriately to mitigate the risk of potential transmission.
- Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of

Equipment

- 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.

- Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms.
- 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.