

## **Hotel safety (draft for adaptation for B&Bs and guesthouses)**

*Lifting restrictions on the hotel and B&B sectors in the safest possible way*

### **Considerations for hotel operations**

Please see below a series of considerations covering various aspects of hotel operations.

#### **Action Plan**

- Development of a covid-19 infection control action plan per establishment shared with local authorities where appropriate as well as local industry bodies
- This should include 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.

#### **Arrival/Reception**

- Provision of sanitising wipes for guest luggage for use by guests /porters
- Provision of enhanced alcohol-based hand sanitisers which are both antibacterial and antiviral at reception areas/entry/exit points along with appropriate signage.
- Check in procedures should adhere to social distancing requirements of two metres between each guest and receptionist. Suitable advisory signage and markers can assist.
- Consider using contactless payment methods to reduce hand to hand transactions.
- Consider central key card deposit box placed in lobby for disinfection or room keys.

#### **Public Areas**

- Enhanced cleaning and disinfection program paying particular attention to hand contact surfaces such as more frequent disinfection with anti viral chemicals of high hand contact areas such as: door handles, hand rails, lift buttons, public phones etc.
- Schedules should be documented and staff trained in the correct chemicals and personal protective equipment.
- Consider furniture, fixtures and equipment placement to support social distancing and hygiene requirements.
- Reduce possibility for hand contact by leaving open bins etc but must be frequently emptied

#### **Restaurants and food and beverage**

- Provision of hand sanitising stations on entry to F&B areas
- Ensure there is good social distancing of two metres between each guest table/seating areas. Suitable advisory signage and staff reinforcement.
- Re-consider buffet use to move towards a la carte.
- Where buffet is used – consider use to ensure sensible portion control to reduce food exposed for long periods; sneeze screens to be present at all food displays.
  - Ensure regular removal disinfection and replacement of serving tongs.
  - Consider service by staff member
- Consider minimising what is placed on guest tables to allow for effective disinfection in between each guest.

#### **Food preparation**

- Refer to principles of Hazard analysis and critical control points

#### **Room service**

- Consider use of disposable condiments/single use items

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- Avoid need for guest to sign bill – send bill straight to room
- Remove linen from food tray
- Consider all unnecessary items on tray
- All cutlery and places into dishwashers, detergent wash at 60% and sanitising rinse at 80 degrees
- Advise staff to wash hands before and after touching tray

### **Guest Accommodation/rooms**

- Declutter guest rooms and remove unnecessary items that can harbour bacteria and viruses and are not able to be effectively disinfected.
- Consider provision of hand sanitiser as a bathroom amenity or for purchase as part of the mini bar option.
- Enhance the frequency for the disinfection programme for all high hand contact surfaces.
- Look to protect housekeeping trolleys, cover in between each visit to protect contents.
- Consider use of soluble plastic bags which can be placed directly into washing machines

### **Health Clubs/Fitness/ Pools**

- Where feasible, move fitness equipment to achieve a two metre distance in between.
- Increase provision of alcohol-based equipment wipes and signage to encourage guests to wipe after each use.
- Increase provision of hand sanitisers and signage.
- Provision of hygienic repository for dirty hand towel, use of soluble plastic bags which can be placed directly into washing machines.
- Chlorine use as normal in pools

### **Conferences and events (C&E)**

- Provision of alcohol-based hand sanitisers in C&E pre function areas etc. along with appropriate signage.
- Ensure when setting up function rooms, allow for social distancing between tables, consider reduction of seats per table.
- Taking into account government policy regarding number of people who are permitted to meet at any one time.
- Re consider buffet options as mentioned in the food and beverage section above.

### **Training**

- Staff should receive additional training on infection control and enhanced hygiene measures put in place at each hotel.
  - This should include social distancing 2 m rule, enhanced hand washing using hot soapy water for 20 seconds and effective drying of hands.
  - Where hands are visibly clean and water not nearby, alcohol based anti-viral hand sanitiser may be used. Alcohol based at 70% iso propyl alcohol.
- All training should be informed by latest advice from public health authorities and/or WHO – such as: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

### **Other considerations:**

Lifts:

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- Consider how to enforce social distancing depending on how large the lift is, can a two-metre rule be applied? Ensure hotel assesses what is best according to each circumstance.
- Provide appropriate signage

### Air-conditioning:

- Consider air filtration – review latest WHO guidance, keep spaces and rooms well-ventilated

### Transportation of guests – ie airport pick up

- Consider introducing hand sanitiser in limo services
- Provide sanitiser dispensers with signage in shuttle bus service

### **Cleaning:**

- 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 an anti-viral disinfectant solution in line with local specifications.
- For cleaning of telephone, remote control equipment, door handlings, buttons in the elevator, etc use nominated approved anti-viral disinfectant.
- Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths and absorbent materials, e.g. mophead and wiping cloths.
- 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. 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 according to the hotel action plan and national regulations for waste management.
- In general, public areas where an suspected infected covid-19 individual 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.

### **Safety of employees**

- PPE: Mask use: consult the WHO guidance on mask use and how to train your staff on correct wearing and removal of a disposable mask. The use of masks will be a risk-based approach to consider the following: purpose (to control infection or prevention of exposure), risk of exposure, vulnerability of individual, the setting and population exposed to, feasibility (availability and cost, masks have to be replaced as soon as they become damp) and tolerability by the person wearing the mask i.e. does it interrupt breathing.
- Ensure staff wear PPE when changing guest bedding and wash hands after touching laundry. This includes non-latex gloves and disposable aprons.
- Staff uniform should be hot washed daily at least a 70 degrees with the addition of washing machine detergents. Hotel to consider laundry service, some may have in house laundry.
- Shift pattern review: staggering of starting times
- Additional training and reinforcement (from the WHO/local health authority/European Centre for Disease Control (ECDC))
- Re-think internal meetings – reduce time in meetings and boost social distancing
- Check employees (for Covid-19 symptoms): look at surface thermal thermometers

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- Look to instigate temperature checks at the staff entrance and ask about any symptoms before employees start work.
- This allows for early interception of those coming to work if ill and then sent home to prevent spread.
- Break patterns and areas to be reviewed to support social distancing and other protective measures
- Training for staff when working with high risk groups: elderly, underlying medical conditions, use of immunosuppression drugs, heart conditions, or diabetics.
- Advice on safe travel to work provided with local information
- Consider standardising a daily recap of health and safety standards including hazard spotting and reporting.
- Closely monitor employee absences and encourage staff to report any signs of being unwell and to undertake self-quarantining
- Training on coughing and sneezing etiquette
- Employers to encourage handwashing breaks

### Staff canteens and break areas:

- Staff can continue to use rest areas if they apply the same social distancing measures.
- Notices promoting hand hygiene and social distancing should be placed visibly in these areas.
- Staff should be reminded to wash their hands regularly using soap and water for 20 seconds before and after eating.
- Canteen staff who are unwell should not be at work.
- Canteen staff should wash their hands often with soap and water for at least 20 seconds and before and after handling food.
- Staff canteen considerations to remove buffets/self-service and maintain social distancing requirements.
- A distance of 2 metres should be maintained between users.
- If possible, increase the number of hand washing stations available.
- Introduce a staggered or extended break rota to avoid crowding.
- Space out chairs and tables. For example, by removal or marking as “do not use”.
- Remove sofas from break areas.

### Staff/guest interaction

- Consider alternative gestures to express hospitality – ie rather than a handshake/smile (if mask is being used) shift to an alternative greeting (ie placing hand over heart)

### Keeping guests safe

- Ensure teams are familiar with local protocols to advise guests should they begin to experience symptoms
- Ensure hotels have up to date information about local hospitals etc
- Use emerging protocols and technology for identifying guests/staff that have been in contact with someone with symptoms of covid-19.

### Working with others in the tourism sector

- General manager of the hotel to work with local tourism support service providers and local authorities to boost widespread adoption of safety protocols

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### **What we need from government**

Hotels can only put in place measures to reduce risk to an acceptable level rather than eliminate. It will be impossible to ensure a totally safe environment and so we are talking in terms of risk mitigation. To support the new behaviours and processes introduced at the hotel, we will require support through continued public health messaging, awareness raising and other interventions from authorities.

- Continued public education about need for social distancing and respiratory etiquette
  - Consider latest behavioural science to drive uptake of messages
  - Consider use of best of class marketing agencies to ensure delivery of messages – considering generational cohort differences ie what appeals to millennials, elderly etc
- Enhanced testing/consideration of ‘passporting’ schemes
- Signage for use in public areas approved by government
- Coordination about announcements of hotel re-opening (and lifting/reinstatement of other restrictions such as permissible grouping numbers) so we can prepare.
  - In cases where hotels that have been fully closed – we need to allow adequate time for re-training employees/deep cleans etc
- Ongoing dialogue with government and health authorities to ensure methods are working and revision where necessary – continued feedback and monitoring.
- Clear guidance about restrictions on numbers of people allowed to gather and advanced warnings of any changes to restrictions
  - This will allow hotels to best partner with local authorities to ensure adherence to rules when people book conferences and events.
- Clear understanding of any reporting/data gathering required
- Support for development of coalitions with other parts of the industry – taxis/trains/attractions etc.
- Regular cleaning of public transportation – and communication of measures undertaken – to reassure staff and visitors
- Work with local tourism authorities to proactively market the health and safety credentials of the travel and tourism industry; underlining deployment of best hygienic practices