



COVID-19,

SOME RECOMMENDATIONS ISSUED TO ACCOMMODATION SUPPLIERS

IF YOU'RE SCARED OF
CORONAVIRUS, WASH YOUR HANDS!





INDEX

1.COVID-19 BACKGROUND..... 3

BACKGROUND	3
As a preparedness measures Preverisk recommends:.....	3
In case of a suspected or actual case in your hotels:.....	4

2.POSI PROCEDURES APPLIED TO COVID-19 5

HOW TO CLEAN AND DISINFECT	5
Cleaning & Disinfecting of public areas:.....	5
Cleaning & Disinfecting of rooms vacated by people who were ill:.....	5
ANNEX 1	6
ANNEX 2.....	7
HOW TO MAKE A DEEP CLEANING AND DISINFECTION?.....	8
Deep clean – overnight (with guests in the hotel):.....	8
Fogging:.....	9
WHEN THE HOTEL HAS A SUSPECTED OR ACTUAL CASE:	10
OTHER AREAS IMPORTANT TO REMIND.....	10
Internal communication:	10
External communication:	11
Exclusions:	12
Restaurants & bars:.....	12
Children’s clubs:.....	12
Pools and water:	12
ANNEX.....	13
MODEL LETTER TO BE DISTRIBUTED IN THE ROOMS	13



1. Covid-19 background

BACKGROUND

Currently the WHO and the National and Local Public Health Authorities are closely monitoring the evolution of the number of cases and the countries affected, and it can be expected that the spread become more worldwide and cases will continue to increase. If you do not have any suspected or actual case in your hotels, and/or unless any specific recommendations coming from your local public health authorities, you should carry on with business as usual.

If you would like to access to "Situation Reports" issued by WHO please click: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/situation-reports>

As a preparedness measures Preverisk recommends:

- ❖ Be aware and follow the local public health advice. Restrictions or specific instructions may be put in place by Local Health Authorities which you should follow.
- ❖ Arrange your "Crisis Management Team" in case you need to deal with suspected or confirmed cases. This team should normally involve the Hotel Manager and Heads of Departments, e.g. Housekeeping, F&B, Guest Service, etc. and your current Consultancy firm.
- ❖ Review all your normal and day to day cleaning and disinfection procedures, making sure they are effectively applied and the correct cleaning and sanitising products are used. Also review that you have enough cleaning and equipment resources.
- ❖ **Consider to deliver training refresh to the staff on:**
 - ◆ POSI procedures and practical drills
 - ◆ Brief summary of the illness and how it spreads, plus basic hygiene and preventative measures
 - ◆ What to do in case of a suspected or actual case

- ❖ Be prepared to communicate to the guests the importance of good personal hygiene.
- ❖ Have plans in case you may need to face guests or staff confined within the hotel for a quarantine period: This plans should include how are you going to provide food and beverage to the guests and staff, how are you going to provide other stuff they may need, like changing towels and sheets,
- ❖ Stocks of basic products: ensure that you have at least two weeks supply of disinfectants and disposable gloves.

In case of a suspected or actual case in your hotels:

- ❖ The suspected case and accompanying persons should remain in their room
- ❖ Contact medical advise and follow instructions
- ❖ Activate POSI procedures according to ABTA guidelines. The attached document provides details about these POSI procedures. They should be followed in a very efficient manner, therefore staff training and preparedness is very important.
- ❖ Remind to all staff and guests of the importance of good personal hygiene
- ❖ Follow any specific recommendations given by your local public health authorities as a consequence

2. POSI procedures applied to Covid-19

WHEN THE HOTEL HAS A SUSPECTED OR ACTUAL CASE:

HOW TO CLEAN AND DISINFECT

Cleaning & Disinfecting of public areas:

- ❖ The normal cleaning plan should be followed for public areas, and in addition, focus on contact surfaces.
- ❖ Chlorine at 1000ppm (or other chemicals such as Virkon) should be used to disinfect contact surfaces (annex 1).
- ❖ Use specific clothes, scourers (sponges) and bags, e.g. identified/colour-coded (to avoid cross contamination).
- ❖ For soft furnishings (sofas, mattresses, etc.), other cleaning procedures may be used: steam cleaning (vaporizer).
- ❖ Increase the frequency of cleaning and disinfecting.

Cleaning & Disinfecting of rooms vacated by people who were ill:

- ❖ Put on personal protective equipment (gloves, etc.) before going into the room.
- ❖ Chlorine at 1000ppm (or other chemicals such as Virkon) should be used to disinfect contact surfaces (annex 2).
- ❖ For soft furnishings (sofas, mattresses, etc.), other cleaning procedures may be used: steam cleaning (vaporizer).
- ❖ Use specific cloths, scourers (sponges) and bags, e.g. identified/colour-coded (to avoid cross contamination).
- ❖ Bed linen should be washed at 65°C for 10 mins. (or 71°C for 3 mins.).
- ❖ Only staff trained in the correct procedures should clean and disinfect the rooms of affected guests.

ANNEX 1

This is only a guidance but you may identify additional other contact surfaces

Contact surfaces in public areas:

RECEPTION

- ❖ Reception desk
- ❖ Vending machines
- ❖ Internet desk / computers for guest use
- ❖ Videogames

BARS AND RESTAURANTS

- ❖ Tables and chairs (e.g. armrests)
- ❖ Drinks dispensers
- ❖ Serving utensils
- ❖ Bar

TOILETS

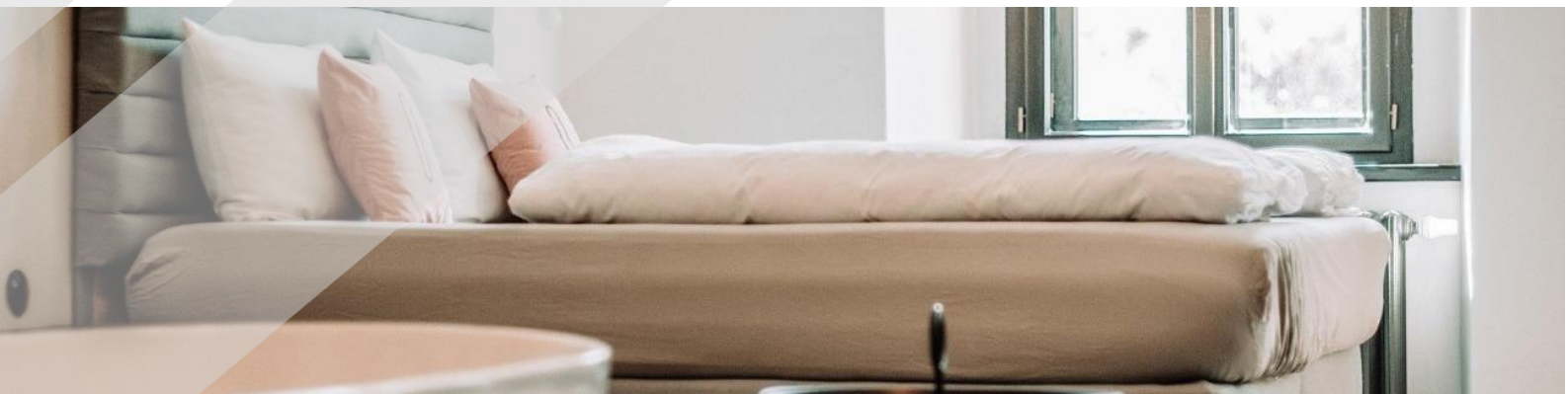
- ❖ Taps and door handles
- ❖ Toilets, urinals and other equipment
- ❖ Ensure there are enough paper towels and soap

PUBLIC AREAS

- ❖ Balustrades, handrails
- ❖ Lift buttons
- ❖ Switches

POOLS

- ❖ Bar
- ❖ Hammocks / sunbeds



ANNEX 2

This is only a guidance but you may identify additional other contact surfaces

Contact surfaces in rooms:

BEDROOM:

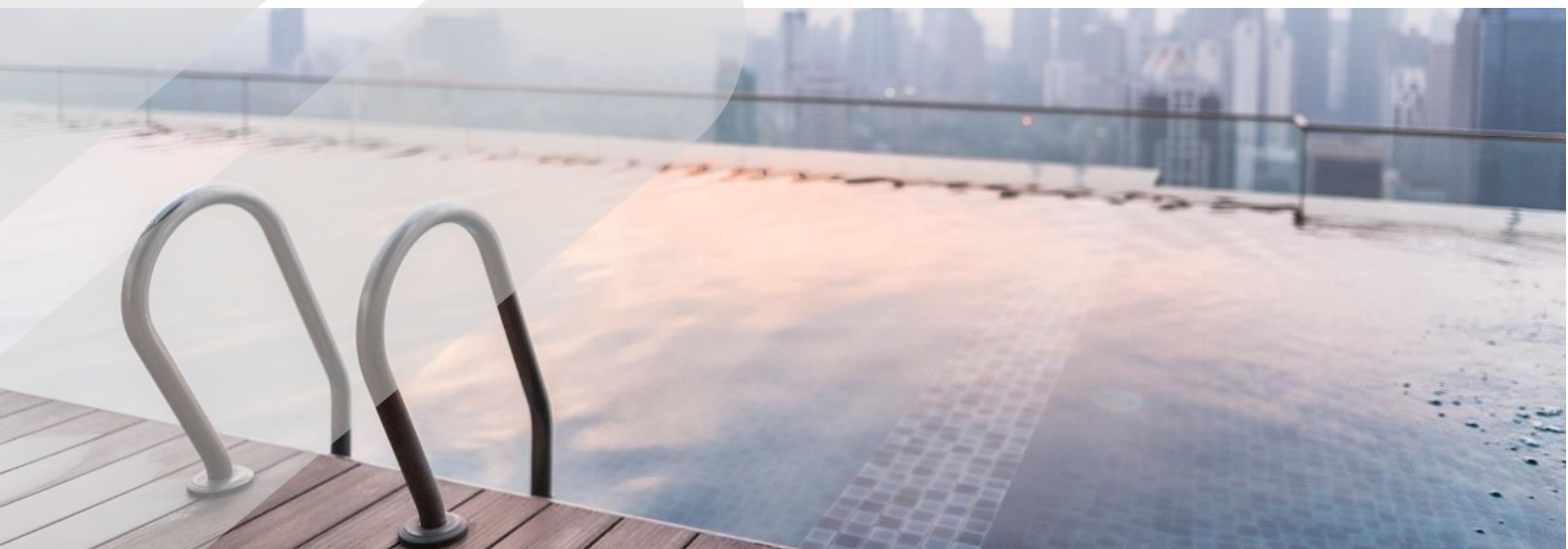
- ❖ Door handles, wardrobe...
- ❖ Switches
- ❖ Phone
- ❖ Air conditioning control
- ❖ TV remote control
- ❖ TV buttons
- ❖ Tables and chairs (e.g. armrests)
- ❖ Minibar door and minibar contents (bottles...)
- ❖ Bed linens and towels (changed every day)
- ❖ Drinking glasses removed (only disposable plastic cups are allowed)

BATHROOM:

- ❖ Taps, shower
- ❖ Push buttons (toilet)
- ❖ Bathroom sink
- ❖ Toilet, urinal
- ❖ Drinking glasses removed (only disposable plastic cups are allowed)
- ❖ Amenities removed

TERRACE / BALCONY:

- ❖ Door handle
- ❖ Railings top bar



WHEN PREVIOUS SYSTEMS FAIL:

HOW TO MAKE A DEEP CLEANING AND DISINFECTION?

Deep clean – overnight (with guests in the hotel):

PREPARATION

- ❖ In advance: prepare a list of all surfaces that should be disinfected. It is important to ensure that all contact surfaces will be properly disinfected. The list should include all contact points in reception, offices, bars, restaurants, disco, staircases, corridors, lifts, pool areas, gym, sauna, changing rooms, public toilets, terraces, etc.
- ❖ Plan which staff will participate, distribute tasks by area, assign equipment, etc.
- ❖ Ensure all staff are properly trained.
- ❖ Ensure you have all materials and chemicals required.
- ❖ Advise guests (by way of posters) that a deep clean will be carried out, and that there will be no access to public areas during this time: to be carried out overnight, whilst guests are in their rooms.

ACTION

- ❖ Only trained staff should participate.
- ❖ Ensure all guests are in their rooms.
- ❖ Whilst the task is carried out, cordon off the relevant areas with cones, signs or other means, to prevent access by unauthorised people.
- ❖ Put on personal protective equipment (gloves, etc.) before proceeding to clean.
- ❖ Clean surfaces using a detergent.
- ❖ Use specific cloths, scourers (sponges) and bags, e.g. identified/colour-coded (to avoid cross contamination).
- ❖ Disinfect contact surfaces.
- ❖ Chlorine at 1000ppm (or other chemicals such as Virkon) should be used to disinfect contact surfaces.
- ❖ For soft furnishings (sofas, mattresses, etc.), other cleaning procedures may be used: steam cleaning (vaporizer)
- ❖ Ensure all surfaces on the list are properly cleaned and disinfected.

- ❖ Place gloves and other disposable clothes into a waste bag.

Fogging:

When the previous systems have failed, the most extreme option is to close the hotel for a couple of days, and carry out an extreme deep clean:

- ❖ Follow the same procedure as before, but in addition:
- ❖ Curtains should be washed at 65°C for 10 mins. (or 71°C for 3 mins.)
- ❖ An external company can be hired to carry out fogging (virucide nebulization), to disinfect all areas more thoroughly.
- ❖ Special attention should be given to the following:
 - ◆ Window and door rails.
 - ◆ Hard to reach corners.
 - ◆ Carpets (corridors, public areas, etc.), mats, wall hangings.
 - ◆ Air conditioning system.

WHEN THE HOTEL HAS A SUSPECTED OR ACTUAL CASE:

OTHER AREAS IMPORTANT TO REMIND

Reminder:

If you're scared of coronavirus, wash your hands!



Internal communication:

Staff should be aware of the situation and know their responsibilities with regards to managing the crisis (staff should be well trained in POSI procedures).

❖ Basic recommendations for staff:

- ◆ Good personal hygiene:
 - Wash hands frequently, especially when you have been in contact with people who are sick, or in any contaminated area (e.g. contaminated rooms).
 - In general, follow the recommendations for guests (see below).
- ◆ Only staff trained in the correct procedures should deliver food, drinks, etc. to the rooms of affected guests.
- ◆ Follow established protocols and procedures, and the instructions of experts.
- ◆ To avoid infection, staff should be aware of how and how easily the virus spreads, especially if they come into contact with infected people and contaminated areas or equipment (i.e. housekeeping and reception staff).

External communication:

For guests (in order that they remain calm, and practice good hygiene) and external parties such as press, etc. (in order to avoid 'fake news' and sensationalism in social media, etc.):

❖ **Basic recommendations for all guests:**

- ◆ Keep calm.
- ◆ Practice good personal hygiene:
 - Wash your hands frequently.
 - Place a tissue or your forearm over your mouth if you cough or sneeze.
 - Avoid touching your eyes, nose and mouth.
- ◆ Maintain at least 1m distance from anyone who is ill.
- ◆ The use of masks is not recommended, as they give a false sense of safety. The use of masks is only recommended for those who are infected, to prevent the spread of droplets when coughing or sneezing.

❖ **Basic recommendations for sick guests:**

- ◆ Keep calm.
- ◆ Follow doctor's recommendations.
- ◆ Sick guests must remain in their room (or follow instructions from public health authorities e.g. be hospitalized).
- ◆ Good personal hygiene:
 - Wash hands frequently.
 - Place a tissue or your forearm over your mouth if you cough or sneeze.
 - Avoid touching your eyes, nose and mouth.

❖ **Basic recommendations for external parties:**

Your infection control team should be prepared to manage any communication with the media, authorities, etc.

Exclusions:

- ❖ Staff: any staff who are sick should be excluded from work until the doctor confirms that they can return.
- ❖ Guests (all): Arrange to provide meals to all sick guests in their rooms (Only trained staff should deliver food, drinks, etc. to the rooms of affected guests).
- ❖ Guests (pools): exclude any sick guests from swimming pools.
- ❖ Children: exclude any sick children from children's club.

Restaurants & bars:

- ❖ Provide sanitizer gel dispensers at the entrances of restaurants and bars
- ❖ Change buffet utensils every 15 mins. or less.
- ❖ Provide meals to all sick guests in their rooms (Only staff trained in the correct procedures should deliver food, drinks, etc. to the affected rooms).

Children's clubs:

- ❖ Increase the frequency of disinfecting toys and utensils.
- ❖ The normal cleaning plan should be followed in kid's clubs, and in addition, focus on contact surfaces.
- ❖ Chlorine at 1000ppm (or other chemicals such as Virkon) should be used to disinfect contact surfaces.
- ❖ Use specific cloths, scourers (sponges) and bags, e.g. identified/colour-coded (to avoid cross contamination).
- ❖ Increase the frequency of cleaning and disinfecting.

Pools and water:

- ❖ Keep the chlorine as high as possible, remaining within the recommended/legal levels.
- ❖ Remove drinking glasses (only disposable plastic cups are allowed around pools).

ANNEX

MODEL LETTER TO BE DISTRIBUTED IN THE ROOMS

The hotel is aware of the media reports on the spread of coronavirus and we are taking every effort to keep you safe and make your stay with us enjoyable.

Following the advice of public health authorities, we ask that you take simple steps to reduce any risk of you catching coronavirus:

- ❖ Wash your hands regularly with soap and water. It takes about 20 seconds to wash
- ❖ Hands properly
- ❖ Use a tissue for coughs and sneezes. Dispose them in the room waste bin.
- ❖ If you don't have a tissue use your sleeve
- ❖ Avoid touching your eyes, nose and mouth with unwashed hands
- ❖ If you feel unwell, feverish or develop a cough, stay in your room and telephone reception.

They will give you necessary advice. Do not go to the restaurant if unwell, food will be brought to your room.

Thanks for your cooperation.



**If you need further advice or
special refresh training,**
please contact us at:
covid19@preverisk.com