

# Ceylon Haven

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T.	+94 77 909 2247
E.	hello@ceylonhaven.com
W.	ceylonhaven.com
A.	Colombo, Sri Lanka

## Health & Safety Policy

### Scope

This set of standards laid out by Ceylon Haven is addressed and applicable to all accommodation establishments such as hotels, villas and other short stay accommodation available to book on Ceylon Haven's booking platform. These standards are set out to ensure that accommodation properties can protect the health and wellbeing of their guests and staff by abiding by these updated best practices. This document sets out the protocols and roles and responsibilities related to the Health and Safety Measures in relation to the COVID19 Pandemic and information distributed by the World Health Organisation and the Sri Lankan Health Ministry & Tourist Board.



## POST SHUT DOWN AND RE-OPENING PROTOCOLS

### 1. The Hotel Building

The hotel building consists of all areas and includes the 'front of the house' areas which are essentially guest contact areas and 'back of the house' areas which are essentially staff areas and to some extent open to contact with outsiders such as contractors, suppliers etc. The Hotel building is to be deep cleaned and maintained in line with the Action Plan and advice from the Rapid Response Team prior to re-opening. This deep clean is to be noted in the logbook as part of recording and reporting protocols for Covid19 prevention.

### 2. Hotel Entrance

- Check and ensure that the entrance is in a good state of repair, if there are any signs of wear and tear, a coat of paint, or a refinishing to be done.
- Check and ensure that the gate operation is functioning correctly.
- Check and ensure that all lighting is operating correctly
- Establish a facility prior to proceeding to the Hotel Lobby/ Lobby Lounge to carry out a preliminary screening for Covid19.

### 3. Approach to the Hotel

- Check and ensure that the garden and the landscape in the approach area is clean, well-trimmed and in a presentable condition
- Check and ensure that all lighting in the approach area is functioning correctly for optimum safety and security.

### 4. Hotel Lobby Area

- Check and ensure that the lighting is correctly functioning.
- Ensure that the doormen, concierge and other staff members are in proper uniformed attire and wear face mask and gloves as directed by the health authorities.
- Ensure that adequate stocks of face masks and hand sanitizing kits are available to be provided to the guest if required.
- Provide hand sanitization facilities to be used by the guests, close to the entrance of the hotel.
- Ensure that all handles and surfaces such as tabletops, workstations, arms of chairs are regularly disinfected using recommended disinfectants (Soap & water or Alcohol solution (>70% alcohol) regularly. Disinfection needs to be carried out every time the surface is touched by guests and the guests leave. Adequate staff with the required resources must be detailed for this task.
- Ensure the provision of a sanitized door mat to wipe the shoes when entering the hotel.

## 5. Elevators

- Discourage the use of crowded elevators. Reduce the number of persons permitted to be in the lift car at any given time by prominently displaying such notices and using the lift controls if possible.
- Implement a very regular and frequent procedure to disinfect the elevator control buttons and handrails. Implement a system to disinfect the entire lift car interior at a predetermined interval (say every 2 hours/whenever needed). The use of alcohol-based disinfectant is recommended. If the control panels are susceptible to adverse effects due to the use of disinfectants for regular cleaning, consider the use of a removable clear sheet to cover the control panel. Arrange to clean the clear covering sheet regularly and replace as necessary
- If the floor covering of the lift car is not an easily cleanable surface such as carpeting, consider the use of a temporary cover (such as clear plastic sheeting) conducive for cleaning and disinfecting.
- Ensure that the lift car ventilating system is functioning effectively to ensure the design air changes are maintained.
- The floor and wall finishes of the Service elevator must be conducive for easy cleaning and disinfectant. If any surface is found to be not conducive for cleaning, eg. Carpeting used as a floor finish, such surfaces are recommended to be replaced or a new suitable surface finish laid over.

## 6. Guest Room Corridors

- Ensure that the lift, lobby and the corridors are regularly disinfected. All disinfections and mandatory cleaning should be logged in the reception logbook as record.
- Ensure that the fresh air supply to the guest corridors are correctly maintained to ensure adequate air changes are available.
- Ensure that all door handles are disinfected regularly with alcohol water solution.



## 7. Guest Rooms

**Before re-opening and re-commencing operations please ensure the following, this same procedure is to be carried out between check outs and new guests arriving.**

- 1) A deep clean of the entire room is carried out, logged with name and date of when the deep clean was undertaken.
- 2) Check all fittings in the room are safe, working and fit for operation.
- 3) Deep clean the Toilet and Washroom including all fittings.
- 4) Check the plumbing for correct operation.
- 5) Ensure adequate water seals are available in all floor drains to stop ingress of smells and odours.
- 6) Check the operation of the AC system and clean the filter. Ensure that the design fresh air volume is correctly supplied. Add a strong chlorine solution to the drain pan to ensure good disinfection
- 7) Disinfect all portable devices such as remote controls, telephone handsets using Alcohol solutions, remove any items that are not deemed necessary.
- 8) Disinfect all hard surfaces of furniture, TV and accessories in the room with recommended disinfectants
- 9) Disinfect all surfaces of doors, windows, wardrobes, safe deposit locker, mini-fridge and mirrors with recommended disinfectants.
- 10) Disinfect the tiled surfaces of walls and floors and the ceiling with appropriate disinfectants
- 11) Disinfect all toilet fittings including bathtubs, vanity counter surfaces, mirrors, shower cubicle surfaces and/or shower curtains and surfaces of all racks and shelves.
- 12) Disinfect the handles/levers of taps, flush devices and doorknobs/handles
- 13) Ensure that all guest amenities such as cups, saucers, glassware and spoons are disinfected and placed in suitable sealed paper containers. The containers may be used to seal individual items or number of items together as the case may be.
- 14) Ensure that all guest supplies in the toilet are placed in a sealed paper container.
- 15) Towels should be supplied in a sealed paper container.
- 16) Place the remote controllers in a disposable thin plastic container with an adhesive seal. This will eliminate the need to regularly disinfect the portable controllers which may give rise to technical complications. The temporary container can easily be disinfected while the guest is using the room and discarded and replaced after checking out
- 17) The provision of a small hand sanitizer should be made available in each guest's room.
- 18) Remove all linen with extreme care and minimal handling and the used linen must be taken directly to the laundry in separate bags.
- 19) Information docket and the dustbin too must be disinfected
- 20) If vacuum cleaners are used to clean floor carpets in a room it must be done before the rest of the cleaning procedures are carried out. Cleaning of all surfaces must be carried out only thereafter. It is preferable to keep the room where floor carpets have been vacuumed, unused for at least two days.
- 21) Where practically possible allow the checked-out rooms to lie dormant for two days before cleaning and setting up the room for re-use
- 22) Place a sticker / Tent Card in a very visible place in the room confirming that the room has been disinfected specifying the date and time. (Signature of the person is optional).

**Once the rooms are in use:**

- 1) All staff setting up the room must wear face masks. And all staff engaged in cleaning the rooms and changing used linen must wear gloves while cleaning and handling used linen.
- 2) The footwear, if worn, by the staff shall be disinfected with alcohol spray before entering the room area

**8. Restaurant & Dining Areas**

- A complete deep clean of the restaurant, dining areas and kitchen should be carried out before re-opening of the property. This deep clean should be logged and dated in the reception logbook.
- A dedicated Hostess/Doorman shall be deployed to open the door and receive the guests. The door handle must be regularly sanitized
- In order to adhere to social distancing guidelines, it is now required to have a maximum of 4 persons for 10 square metres. Tables are to 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. However please note, Guests from a common group or a family group may be seated in large tables with the required number of seating. Guests from individual rooms should be accommodated in tables for two
- Crockery should not be laid out on the table. Crockery must be delivered after the guests are seated. It is desirable if the plates can be warm at the time of delivery. Glassware may be placed upside down on the table. Cutlery may be placed on the table wrapped in the serviette. (Sterilize, dry and seal pack to avoid contact, if possible.
- The use of paper serviettes for all three meals is recommended
- Remove all salt and pepper shakers and provide either in packets or on demand.
- Where possible make arrangements to display the food and beverage menus using information technology in the guest room TV and if possible, by way of 'WhatsApp, Viber, Messenger' or similar program to the personal smart phones of guests. The bills too may be sent to the smart phone. Where digital options are unavailable display menus on white or black boards to reduce the requirement of menu cards.

## The Kitchen

Prior to re-opening the following steps must be taken to ensure the health and safety of guests and staff:

- 1) Thoroughly clean and disinfect all areas of the kitchen including work surfaces, equipment, floors and walls
- 2) Clean the exhaust canopies, including the grease filters, and sanitize.
- 3) Clean and service the exhaust fan (s) and ensure the exhaust system is functioning correctly
- 4) Service the fresh air supply fans and ensure that the supply air is maintained at the designed levels. This is extremely important to dilute contaminants
- 5) Check and clean the diffusers of all lamp fittings. Replace any damaged or missing ones.
- 6) Check and ensure all equipment are in good and proper working order. Special attention must be given to cold storage equipment and food warmers where the correct temperatures must be maintained. The interiors of the food storage equipment including doors and door gaskets must be sanitized.
- 7) Check and ensure that the dish washer and the glass washers are functioning correctly, and the rinse temperatures are correctly maintained.
- 8) Check and ensure that the gas leak detector and the automatic shut off valve, where fitted, is in proper operation

During Operation please ensure the following steps are taken to ensure the health and safety of guests and staff:

- Ensure that all work surfaces are sanitized before commencement of work.
- Ensure that all uncooked and cooked food is always kept covered
- Ensure that all prepared food is always stored at correct temperatures and kept covered.
- Clean and sanitize work surfaces regularly and after each operation
- Ensure that washed cutlery, crockery and glassware are stored in covered shelves.
- Ensure the washed cutlery and crockery in covered containers to individual end users.
- Ensure that there is no cross contamination of washed cutlery, crockery and glassware during storage and transportation to the final user point



## 10. Children's Recreational Areas

- 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.
- It is recommended that all properties close any child specific recreational and soft play areas until it is advised by the local authorities that it is deemed safe to re-open them

## 11. Swimming Pools

Taking into the consideration the sensitive nature of the recreational activities carried out in these facilities, operating of these facilities at present is not recommended as per the health authorities. When the health authorities deem it safe to do so it is imperative that properties follow the updated hygiene protocol which are to be practiced, in order to maintain the pool hygienically.

Prior to opening please undertake the following steps to ensure the health and wellbeing of your guests and staff.

- Brush and clean all surfaces inside the pool
- Super chlorinate the pool (minimum 3.0 ppm of Cl<sub>2</sub>) and leave for a Day. Vacuum and filter the pool. Allow the Cl<sub>2</sub> to drop below 2.0 ppm. Check the pH and adjust if necessary.
- Ensure that the residual chlorine level is always maintained above 1.0. ppm. The use of an automatic Cl<sub>2</sub> dosing pump is very strongly recommended. Check and ensure that the pH is maintained between 7.4 - 7.6.
- Disinfect the handrails of the steps of the pool steps and the knobs of the external pool showers.
- Clean and disinfect the entire pool deck area.
- Thoroughly clean the pool changing rooms and the washrooms. Ensure that all surfaces including the floor, walls, vanity counters, lockers and benches are disinfected using a recommended disinfectant. Ensure that the knobs & handles of all fittings and all door handles are disinfected.
- Thoroughly clean the pool deck furniture and disinfect all surfaces including any mattresses.

When the hotel is operational and an announcement by the health authorities is made that it is "safe to use" swimming and bathing facilities the following steps should be undertaken.

- Check the water quality, particularly Cl2 every 4 hours while the pool is in operation. Cl2 must always be maintained at 1.0 - 1.5 ppm. The test results must be recorded clearly.
- It is essential the readings are regularly checked and logged in the logbook at reception.
- Implement a program to disinfect the surfaces of pool deck furniture on a regular basis, preferably after every use where practical.
- Establish a procedure to record the pool users with the time (In and Out if possible) and retain such records for at least 21 days
- Ensure that clean disinfected pool towels are stored in a closed container and issued to guests with minimum handling
- Ensure that pool users take a proper shower before entering the swimming pool.
- Ensure that the guests only wear approved swim wear when entering the swimming pool. Guests not wearing proper swim wear should not be permitted to enter the pool.
- Ensure that the pool filters are in operation to ensure a 'turnover time' of not more than 6 hours
- Ensure that the pool filters are backwashed as necessary to ensure proper filtration.
- The pool attendant must wear a mask and disposable gloves when serving guests.
- Ensure that the appropriate procedures laid out for food service in the restaurant is implemented in the food and beverage service at the pool.

## 12. Spas & Gym Facilities

Taking into consideration the sensitive nature of the operations carried out in these facilities, operating of these facilities at present is currently prohibited by the Sri Lankan Health Authorities. Operations should be recommenced only after the authorities have declared the country is free of Corona Virus or permitted for such activities to be carried out.



## ROLES & RESPONSIBILITIES

### THE MANAGEMENT TEAM

#### 1. Creation of a Rapid Response Team

A Rapid Response Team should be created in order to implement the Property's Action Plan for the prevention & detection of Covid19 cases in the utmost professional capacity. The Rapid Response Team should be composed of:

- Head- Rapid Response Leader (A representative of the Higher Management or a specially appointed officer)
- Rapid Response Officers to be appointed from all operational departments of the property (Ideally head of department's)

#### Conduct Staff Training

The Hotel Management Team in conjunction with the Rapid Response Team are required to conduct training with all staff members prior to the property re-opening. The training should inform all staff members of the measures to be adopted and the measures that could protect their health and that of others, including the recommendation to stay home and seek medical attention if they have respiratory symptoms, such as coughing or shortness of breath. Management should organize information briefings that should cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Training and instruction are to incorporate information and protocols distributed by Health Ministry, Tourism Development Authority, Standards institution, Local Health and other authorities.

A brief on the prevailing situation in the country should be circulated regularly amongst staff in order to implement awareness and understanding of the levels of precautions required.

#### 3. Clear and Informative Communication

Communication should be maintained between Management and staff, including through the managers in charge of the different departments across the property in order to predefine an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise in the establishment and to know the status of the situation at all times.

Providing guidelines to the staff on how they should appropriately communicate the action plan to guests and other stakeholders will ensure alignment consistency across the property.

Utilising short documents and informative posters will amplify the key messages among guests and staff, including the promotion of handwashing (at least 20 seconds, all parts of the hand), respiratory hygiene, and coughing etiquette.

- Official leaflets on basic hygiene practice and COVID-19 are to be made available in different languages at reception.
- An up to date list of the contact information of the staff, including emergency telephone numbers should be kept at the reception desk.
- A copy of these standards should be kept at reception and available for inspection by any guests or stakeholders.

#### **4. Action Plan**

- The Hotel Management Team are required to have an official Action Plan in place which has the ability to be tailored to the situation and implement it in accordance with the current recommendations of local and national public health authorities with the aim to prevent cases, effectively manage cases, and mitigate impact among clients and staff.
- The plan, which may incorporate remote working where required, should be updated when necessary as a consequence of new guidance, procedures, or regulations issued by the applicable authoritative bodies.
- The Action Plan should also include the provision of equipment and procedures, developed in collaboration with local health authorities, for the management of suspected case(s) and their possible contacts.
- The Action Plan should be covered and highlighted as part of the mandatory staff training set out in point 1.

#### **5. Adequate Resource Availability**

- Hotel Management are required to ensure that the hotel has enough human and economic resources to ensure the Action Plan can be implemented rapidly and effectively ensuring optimum containment results.
- Maintenance of a Logbook
- It is required that a logbook of each important actions and measures carried out is kept by the management team denoting details such as time, date and staff member who implemented the action. It is imperative that all disinfections are logged as they may be requested by authorities should a suspected or confirmed case arise. Outcome of the collection of this data to be used for program advancements and the record to be archived for future references.

## THE RAPID RESPONSE TEAM

It is the daily responsibility of all members of the assigned Rapid Response Team to ensure the following:

- All staff must wear a face mask when reporting for duty as per the government directives
- All staff (executive and non-executive) must enter the hotel through one common entrance
- Check and record temperature and respiratory 30 symptoms of all staff at the point of clocking in for Duty. Persons with fever and/or respiratory symptoms to be kept in isolation and immediately referred for medical attention. A special room to be designated for accommodating such staff members.
- Resident staff get their temperature and other symptoms checked and recorded daily
- Day staff reporting for duty should not carry any additional clothing with them. Resident staff must carry minimum amount of clothing with them when coming in to the hotel. Any baggage brought in by staff must be disinfected at the gate before being permitted to be taken in
- Confirm that staff members are not coming from an area subjected to a medical lock down or self-isolation
- Establish a procedure to safely deposit the clothes worn by the staff coming from outside to avoid contaminating the fresh uniforms to be worn by the staff. Ensure that the hands are washed after handling the clothes worn when coming into duty before touching the fresh uniforms
- Fresh uniforms (or clothing, if not reporting for duty immediately) must be worn after taking a shower
- Social/personal distancing is maintained in the staff accommodation and in staff changing rooms
- The sharing of mobile phones, pens, pencils, any food or beverage items, cigarettes, personal grooming items etc among staff is avoided totally, if not, minimized
- Ensure that games such as carom, chess etc which does not permit the social distancing is not permitted in the staff recreation room. Social/personal distancing must be always maintained in the staff recreation and rest rooms.



### **Hotel Security**

- Security Personnel should be situated at the entrance to the property to ensure the ability to check and record temperature and respiratory symptoms of all Drivers, Suppliers, Contractors and Casual workers at the point of entry to the hotel. Persons found to be running a temperature should not be permitted to enter the hotel premises.
- A record of personal details is to be maintained by the Security Personnel (name, address and NIC number and vehicle number) and the time of arrival and departure for all at the security entrance. In the case of Drivers of guests, details of the guest or the name of the group must be recorded.
- Any person found to be having suspected symptoms of a possible infection should not be permitted to enter the hotel premises.
- Goods brought in, if not fully sealed should not be accepted unless total decontamination is practically possible.

### **RECEPTION & CONCEIRGE**

Where possible reception and/or concierge staff should not be older and/or have any underlying health conditions. Reception and concierge staff must take all necessary hygiene precautions whilst posted on reception, including but not limited to social distancing.

All staff in the Reception and Lobby area must wear a face mask as directed by the health authorities.

Only the traditional Sri Lankan greeting style must always be used. Shaking hands and hugging shall not be carried out under any circumstances.

All staff must always refrain from handling children and infants.

#### **1. Check In**

It is a requirement that all guests checking in must fill out a Health and Wellness information form to be filled with the registration card with information such as, country of origin, flight details, date of arrival in SL, previous accommodation, transport details and whether they have visited any of the infected countries over the past 21 days and next destination.

As part of the Health & Wellness Information Form it is a requirement that the temperature of the guest is taken and recorded. Persons with fever and/or respiratory symptoms to be subjected to a check-up by a Doctor before being permitted to enter the guest rooms. Designate a suitable, comfortable and well laid out room to accommodate the guests during this procedure.

The use of recyclable cold towels when welcoming the guests is no longer permitted. Use disposable cold towels if necessary.

When serving a welcome drink, the staff member serving the guest must wear disposable gloves. Ensure that the welcome drinks (if served chilled) are stored in sealed containers. Encourage the use of hot drinks where possible. Use of indigenous drinks with known immunity enhancement value are encouraged. Ensure that the use of straws and decorations are minimized when serving the drink, where used ensure that a procedure for disposal is followed.

Check in and Check out of guests should be carried out such a manner that adequate personal distancing is observed between guests and staff.

Avoid sharing Telephone instruments with the guests. If the guest needs to use a telephone instrument during check-in check-out 15 process, have a designated guest telephone to be used only by the guests. Ensure that this designated telephone is disinfected with Alcohol based disinfectant after every use.

Sharing pens and pencils with the guests is not permitted. Ensure that the reception staff have dedicated pens and pencils to be used by the guest as required. Disinfect with Alcohol solution after every use.

Staff must use disposable gloves when handling credit cards, cash and any documents such as passports given by the guests. After each such transaction the disposable gloves must be properly discarded, and hand sanitization carried out.

Encourage the use of paperless systems for checking in and billing. Minimize the use of paper where possible

Sanitize all key card or key tags, every time it is returned to the reception, before reissuing. All key cards or key tags must be sanitized before issuing to a guest.

All guest luggage, including hand luggage must be disinfected using recommended disinfectants (Soap & water or Alcohol solution with >70% alcohol) before it is permitted to be taken into the hotel premises. A clear sticker, giving the date, must be attached to the luggage certifying that the luggage has been disinfected. It is essential that no luggage is allowed to be taken into the hotel without being disinfected.

If guests are to be escorted to the room, avoid the use of crowded elevators as far as practically possible. Use the staff elevator when returning. Avoid touching any surface inside the elevator as far as practically possible

## 2. Information & Communication

- It is the responsibility of all reception staff to stay sufficiently informed about COVID19 on a local and international level in order for them to be able safely complete their necessary tasks and duties whilst preventing the possible spread of COVID19 within the establishment.
- All reception staff should have the ability to adequately and informatively advise guests and all others who enquire about the properties policies, standards and preventative measures in relation to COVID19.
- All reception staff are required to have the ability to inform guests and all others whom enquire about the location and contact details of local pharmacies, doctors, hospitals and emergency services.
- All reception staff are required to advise and implement the Hotel Isolation Procedure denoted as part of the Hotel Covid19 Action Plan to any guest that presents with respiratory symptoms until they are seen by a doctor.
- It is the responsibility of reception staff to ensure that all guests wear a proper face mask as directed by the Health Authorities. Provide face mask if required. Inform guests that they are expected to wear the mask while in the public areas of the hotel. (Exceptions - while consuming food or beverages and while in the pool)
- It is the responsibility of the reception staff to discourage the entry of outsiders in line with advice from the WHO and Local Tourist & Health Authorities. In the case that an outsider is to be permitted entry, he/she must be screened at the established facility for screening/ or by the staff members equipped with recommended PPE's. All personal details including but not limited to name, address, NIC Number, Passport Number, Visa Number are to be recorded in a specific/allocated register along with the time of entry and the time of departure together with the name of the guest met by the person. The temperature and respiratory symptoms of the person must be checked. Entry must be denied if the person is found to be running a temperature. Any guest(s) must be discouraged from entertaining the person other than in the hotel lobby.

## 3. Reception Medical Kit

It is required that the reception desk at all properties to have a medical kit that includes the following items:

- Non-Contact Digital Thermometer
- 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



Please ensure that enough of the above-mentioned items are stored for a full staff shift with additional items for any guests who it is deemed require them.

#### **4. Social Distancing Measures, Hand Washing & Respiratory Hygiene**

As advised by the World Health Organisation Social Distancing Measures practised alongside proper hand and respiratory hygiene measures are the main measures that help prevent transmission of Covid19.

It is required that all reception staff can communicate the importance of proper social distancing, hand washing & respiratory etiquette as part of their standard hospitality to all guests and patrons.

In accordance with the World Health Organisation the above-mentioned measures are defined below:

- 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.

#### **5. Monitoring Guests who are possibly ill**

While observing regulations in relation to the protection of personal data and the right to privacy, it is a requirement of the reception staff to monitor potentially ill guests in the establishment.

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

It is imperative that reception staff treat all sensitive personal information with complete and utter discretion, leaving it up to the management and to medical professionals to evaluate the situation and make appropriate decisions.

## **Food and Beverage Department**

All staff assigned to work in the hotel restaurant, breakfast and dining rooms and bars should practise frequent personal hygiene measures (including but not limited to frequent hand washing and appropriate cough and respiratory etiquette)

All staff working in the F&B department and serving guests must wear a facemask and disposable gloves when serving guests.

The use of Food & Beverage facilities by non-resident guests must be discouraged. If the hotel or property decides to permit non-residents to use the food and beverage facilities, the hotel must develop a protocol and procedure where the details of such guests are carefully maintained including the place visited and the time.

All surfaces of tables, chairs, floors must be disinfected, and the restaurant closed and locked to prevent any unauthorized entry and the keys handed over to management or reception.

### **1. Welcoming and Seating Guests**

- The traditional greeting “Ayubowan” must be used to welcome the guests. And the guests must be directed to their respective table.
- Guests should be reminded upon entering and exiting the Food and Beverage facility to disinfect their hands with disinfectant gel, which is to be located at the entrance and exit points of the facility.
- It is the responsibility of the on duty food and beverage manager to maintain the details of the seating arrangements identifying the guests for every meal. This record must be retained for a minimum period of 21 days
- Maintain the social/personal distance when serving guests as far as practically possible.
- Menu cards and bill folders must be sanitized before use and sanitized again after use by the guests
- Bills must be presented to the guests in a sanitized bill folder. Cash transactions must be discouraged. The pen used by the guest to sign the bill must be sanitized immediately thereafter.
- Sending off of guests shall be done with courtesy and warmth and the door must be opened for the guest by the hostess or doorman in a traditional way with hand shaking completely prohibited.

## **2. Buffets & Drinks Machines**

- All guests should be encouraged to refrain from handling food at the buffet. It is a requirement that the hotel provide a staff member at each section of the buffet to serve guests their desired dishes.
- It is required that food and buffet items be covered with a transparent splash guard to protect the food items from possible contamination.
- Food in the buffet must be stored at the correct temperatures. (hot at minimum +65oC and cold at not more than +7oC)
- The regular replenishing of buffet items is advised to avoid holding larger quantities on the buffet risking contamination.
- When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service.
- All coffee machines, soda machines, and others, available on the premises in particular the parts more in contact with the hands of users, these should be cleaned and disinfected at a minimum after each service and more often if necessary.

## **3. Washing Dishes, Silver wear & Table Linen**

- It is strongly recommended that the use of a dishwasher and washing is implemented across hotels to ensure adequate disinfection of all dishes, silver wear & table linen.
- 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 with hot water, disinfect, rinse), taking the maximum level of precautions. Drying is to be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the same respective manner.



#### **4. Table Setting**

In order to adhere to social distancing guidelines, it is now required to have a maximum of 4 persons for 10 square metres. Tables are to 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.

#### **Kitchen Department**

Only kitchen staff must be permitted in the kitchen area. Hand sanitizers should be made available in each section of the kitchen.

##### **1. Kitchen Hygiene**

- The Chef on duty must conduct a briefing at the beginning of each shift and ensure that the staff is in uniformed attire and are fully conversant with the required hygiene standards
- It is the responsibility of all staff working in the kitchen must be in clean uniformed attire including footwear.
- All staff must wear a face mask and gloves when handling food.
- Kitchen stewarding staff should use proper uniform and appropriate accessories such as waterproof aprons and footwear when performing different tasks such as pot washing.
- It is the responsibility of all staff working in the kitchen to confine themselves to their designated working areas and avoid moving around and mixing with others.
- It is the responsibility of the head chef to ensure that Kitchen floor is regularly mopped and sanitized right through the operation
- Dishwashers and glass washers must be cleaned and completely drained at the end of the day's operation.
- All pots and pans and other utensils present in the kitchen must be re-cleaned and sanitized at the end of the day's operation or whenever needed.
- Chopping boards and knives must be sanitized by immersing in the dedicated sanitizing baths at the end of the day's operation.
- All equipment and working surfaces must be cleaned and sanitized at the end of the day's operations or whenever needed.
- The kitchen floors, walls and other surfaces must be cleaned and sanitized at the end of the day's operation or whenever needed.
- All mops and brushes used for cleaning must be washed, sanitized and left to dry at regular intervals throughout operation.

## **2. Kitchen Waste Disposal**

- The Ensure that adequate colour coded, foot operated bins in good operating condition are available to correctly dispose the different waste material.
- Empty the bins when approximately half full and at the end of each meal and taken straightaway to the designated storage areas.
- All emptied bins must be thoroughly washed, cleaned and sanitized. The clean bins must be left to dry and be ready for use.
- Staff handling waste must wear suitable protective gloves and boots and use proper utensils to minimize physical handling.
- Staff handling waste must remove the protective gear used, clean and sanitize them for re-use and place in the allocated areas at the end of each operation
- Waste handling staff must ensure that they wear clean footwear and have sanitized themselves when returning to the kitchen

## **3. Menu Planning**

- All items on the planned menus must be simple and easy to prepare.
- The use of 'Set Menus' is strongly recommended
- The use of food requiring minimal handling is recommended for production of appetizers and desserts.
- Prepared appetizers and desserts must be well covered and stored at the correct temperatures (minimum +5oC)
- Hot food production is recommended to be done to order. Practice 'Pan to plate' concept to minimize food holding
- Ensure that all food pass through counters are provided with sneeze guards and food heaters.
- When bulk production of food is carried out, ensure that the prepared food is well covered and stored in hot food holding equipment at minimum +65oC. The 'batch production' of food as per the demand is encouraged to minimize the food holding.

#### 4. Hot & Cold Food Preparation Storage

- All cold storage equipment (Freezers and Chillers) must always be kept clean and the correct temperatures (minimum -18oC for freezers and +5oC for chillers) must be maintained where the temperatures are monitored and recorded at regular intervals.
- All items must be stored in sanitized covered containers with the production and expiry date clearly marked. The containers must be cleaned, sanitized and dried after each use.
- Ensure that HACCP guidelines are strictly adhered to in the preparation and storage of food items
- The preparation of deserts in portion size and the use of cut fruits to minimize handling is recommended.
- The use of simple appetizers and avoiding complicated preparation is recommended
- Where action counters are used, ensure that the staff in attendance are in fresh & clean uniforms, wear face mask and disposable gloves. Disposable gloves must be replaced at regular intervals to make wearing of the gloves more meaningful.
- Proper serving utensils must be used when serving guests even while wearing disposable gloves. The handling of ready to consume foods is to be eliminated
- Serving spoons touched by guests must be very frequently replaced to minimize the risk of cross contamination. The guests may be issued a disposable glove to be used to handle the utensils, at the start of the food display, as an alternative

#### 5. Room Service & In-room Dining

- Room service and in room dining facilities should be discouraged when possible. Room service staff must wear face mask and gloves when delivering room service items
- Food delivery must be made at the entrance door of the guest room and the steward should not enter the room. Clearance too must be from outside the room. Guests should be advised when they place their order to leave the items for clearance outside the door.
- The food including beverages must be fully covered during transport.
- Cutlery, crockery and serviettes must be delivered in sealed disposable paper containers.
- Clearance must be as prompt as possible
- All used cutlery, crockery and remaining food must be taken back in covered containers.
- If the guest in the room is known to have any medical condition such as fever, all returned items must be handled separately. Food must be scrapped and all items prewashed separately and hand washed separately with soap and water before being processed in the automatic washers.
- Room service trolleys must be disinfected using recommended detergents, covered and stored. A sticker must be placed on the cleaned and sterilized trolleys



## Cleaning & Housekeeping Department

It is essential that even in cases where the town, district and property are clear of COVID19 that hygiene and cleaning standards are enhanced.

### 1. Cleaning & Disinfecting

Special consideration and 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.

Where possible doors to halls and public areas should be left open in locations that it does not effect the security of the property to reduce frequent touching of door handles in a bid to reduce the chances of cross contamination.

In cases that a room or area of the property is exposed to COVID19 Contamination the following steps are to be taken.

- 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 enough 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 handles, 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. 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.

- 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 Sick Guests.**

- Housekeeping and cleaning staff are required to inform the management or the reception desk of any pertinent incidents, including but not limited to the possibility of sick guests in their rooms.
- It is imperative to ensure the privacy of guests and in order to mitigate panic that this information be treated with the utmost of 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
- When undertaking procedures that generate splashes, i.e. the cleaning of a washroom, a facial shield should be worn alongside impermeable aprons.
- Cleaning Staff should always have access to enough disinfectant solutions and other supplies.

## **4. Operational Housekeeping**

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

## Technical and Maintenance Services

It is extremely important that all services are checked to ensure that all are in good operating condition. Any malfunction could compromise the measures taken to ensure the comfort, health and safety of the guests.

### 1. Electricity

- Switch on the power supplies one section at a time. Check for any abnormal conditions and/or tripping
- Check and ensure that all safety devices provided in the distribution system are functioning correctly.
- If there are any power disconnection observed during the close down period, investigate the cause for the power disruption. Carry out an insulation test of the distribution system, of the affected area initially, obtaining the services of a Chartered Electrical Engineer. If found to be necessary, carry out an insulation test of the entire installation. Attend to any repairs found to be necessary.
- Check and ensure that there are no damages caused to any part of the electrical installation, and attend to the necessary repairs, if any
- Maintain a record of all safety checks carried out.

### 2. Cold Water

- Cold water supply if left stagnant for an extended period, particularly without checking and maintaining the residual Cl<sub>2</sub> level, may get contaminated due to the growth of bacteria. It will therefore be necessary to flush out the distribution network to ensure the stagnant water in the system is removed and replenished with fresh clean water having a residual Cl<sub>2</sub> level of appx. 1.5 ppm. As water is an expensive commodity as much water from the distribution system and the storage tanks must be used to do major cleaning of areas to ensure minimal wastage of water.
- Check all water storage tanks to ensure that they have been well covered and protected and there is no risk of any contamination from outside including the ingress of rodents. If there is any evidence of contamination or ingress of rodents, the storage tanks must be emptied, the interior washed and cleaned and disinfected with Cl<sub>2</sub> solution. The storage tank shall be refilled only thereafter and chlorinated to maintain an initial Cl<sub>2</sub> level of 1.5 ppm. Steps must be taken to ensure that the tanks are fully sealed. It is extremely important that the level of Cl<sub>2</sub> in the tank/s is maintained at 1.5 ppm completely through the flushing process described below
- Drain out stagnant water from all main distribution lines before refilling from the cleaned and disinfected water supply. Refill with clean disinfected water from the cleaned water storage tanks. (Exception - If water has been used in the hotel during the closure, sections/areas where water has been used need not be drained out.)



- If draining of the water piping is considered to cause problems due to possible air locks, then steps must be taken to flush the stagnant water from the possible furthestmost point. (Note: Check the Cl2 content of the water before flushing. Check the Cl2 after flushing for a reasonable period and recheck the Cl2 level. If the Cl2 level is close to 1.5 ppm, flushing can be stopped.)

### **3. 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 action plan 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)

### **4. Dishwashing & 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

### **5. 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.

### **6. 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.

## HANDLING COVID 19 CASES IN VILLAS & TOURIST ACCOMMODATION PROPERTIES

### 1. General Recommendations

- If a guest or staff develops symptoms of acute respiratory infection, immediate efforts are to be made to minimize contact of the ill person with all guests and staff of the establishment.
- Reception or other hotel staff should immediately implement the Action Plan applicable for the situation when a guest develops signs and symptoms indicative of COVID-19.
- The ill person should be immediately separated from all staff and guests by a minimum of 2 meters and quarantined in a suitable space whilst the local health authorities are contacted.
- The ill person should be designated their own bathroom which should not be used by any other person working or staying at the accommodation facility.
- 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 included but not limited to mask, eye protection, gloves, and a gown.
- Remove PPE carefully to avoid contaminating yourself. Firstly remove, gloves and gown, conduct hand hygiene protocols; 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.
- If the situation requires and the ill person is not transferred to a medical establishment, The Management Team should consider relevant measures to ensure 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, where possible must be 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.

## **2. Case of an Infected Worker**

- If a member of the staff reports respiratory symptoms, the worker must immediately stop work and seek medical assistance
- The staff member is to be isolated in a suitable room while the medical services are being notified.
- The symptomatic worker is to be provided with disposable tissues and a mask that is to 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 and they have medical clearance to return to work. 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 Infected Guest**

- If a guest of the establishment becomes infected by Covid19 the continued stay at the accommodation is strictly prohibited to protect the health and well being of staff and other guests.
- 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.



#### 4. Evacuation of Suspected Cases from the Property

- Symptomatic guest will be assessed for their condition and, if they fulfil the definition of a suspected case, they will be transferred to a designated health care facility.
- Management of the possible contacts of the sick guest should take place in accordance with instructions from the local public health authority.
- Staff involved in the transportation of the suspected case should apply infection prevention and control practices according to WHO guidance. They should routinely perform hand hygiene and wear a medical mask, eye protection, gloves, and gown when loading suspected COVID-19 patients for transport in the ambulance.
- If more than one suspected case is being transported, personnel and health personnel should change their PPE between each patient to avoid possible cross-contamination between suspected, but not confirmed, cases of COVID-19. They should dispose of the used PPE appropriately in containers with a lid in accordance with the hotel action plan.
- The hotel management should provide access to services for cleaning and disinfection of the room occupied by the sick person in accordance with action plan, following the cleaning and disinfection protocols for rooms with cases. In case that this is not possible, the on-duty housekeeper should be instructed to clean and disinfect the room occupied by the sick person, following the cleaning and disinfection protocols for rooms with cases and observing personal protective measures.
- If there is no other option but to keep a sick guest suspected of COVID-19, with mild symptoms, self-isolation in a room is to be implemented immediately. 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.
- Caretakers must adopt strict precautionary measures, including wearing PPE, whenever they come close to or has direct contact with the sick person. The room should then be organized to allow for proper dressing of PPE and, in a separate area, for disposal of used/contaminated PPE.
- Only one person should oversee caring for the sick person. Pregnant women or other persons with high risk of developing severe disease caused by COVID-19 should not serve as caretakers.
- Caretakers should self-monitor, encouraged by the management team, for the appearance of symptoms, especially fever and cough, and receive medical attention if such symptoms appear.

## 5. Contact Tracing

- Identification of contacts should begin immediately after a suspected case has been identified in the establishment.
- The WHO defines a contact as a person who experienced any one of the following exposures during the 2 days before and the 14 days after the onset of symptoms of a probable or confirmed case
  - Face-to-face contact with a probable or confirmed case within 1 meter and for more than 15 minutes-
  - Direct physical contact with a probable or confirmed case
  - Direct care for a patient with probable or confirmed COVID-19 disease without using proper personal protective equipment, OR
  - Other situations as indicated by local risk assessments.
- In the specific context of a tourist property or villa a contact can be defined under the following:
  - Guest companions or persons providing care who had close contact with the suspected case
  - The staff member designated to look after the ill persons, and other staff members who may have been in close contact with the ill persons or the facilities they use (e.g. bathroom) or their usual articles (e.g. used linen and clothes).
- If the severity of the symptoms or numerous movements of the case(s) indicate more extensive exposure in the establishment, a more thorough assessment should be done together with the local health authorities
- The WHO recommends that all contacts of COVID-19 patients be quarantined for 14 days from the last time they were exposed to the patient
- If a contact develops symptoms, the contact should wear a medical mask, considered as suspect case, and treated as such.
- Other guest and staff who do not meet the definition of a contact may be considered as having low-risk exposure and may be advised to implement precautionary measures.

## 6. 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 the local health authorities contacted.

## 7. Suppliers of Goods and Services

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

I hereby confirm that \_\_\_\_\_(Property Name)  
will take the necessary steps to ensure \_\_\_\_\_(Property Name)  
adheres to and abides by the Health and Safety Standards set out in this policy.

I \_\_\_\_\_(Authorized Name)  
understand that this document does not negate or supersede any Official or Non-Official  
Guidelines issued by local or international authorities but should be used in conjunction with  
Standards Implemented and Advised by Sri Lankan and International Authorities to ensure  
the health safety and wellbeing of guests, staff and our community.

### Signed

**Name of Authorised Individual (Printed):**

**Signature of Authorised Individual:**

**Position:**

**Date:**





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