

COVID 19: INFECTION CONTROL & PREVENTION THE HOTEL INDUSTRY & GUIDELINES FOR HOTEL EMPLOYEES

Context

- Post lockdown the hotel industry may not return to business as usual in terms of hygiene, cleanliness and distancing.
- Hotel owners and operators will likely need to adapt to a new reality where a much larger percentage of guests are what would have formerly been referred to as germaphobes.

Responses

- From Government policy to industry leaders or Associations much of the new campaign is on 'Clean & Safe'
- Marriott International also launched its Global Cleanliness Council to “elevate its cleanliness standards and hospitality norms and behaviours to meet the new health and safety challenges.”

A Cleanliness Manager

The cleanliness manager will be responsible for:

- developing a cleanliness plan,
- implementing the plan,
- updating the plan,
- training employees and
- ensuring that guests' hygiene-related questions are immediately answerable.

Cleanliness Manager

- This individual will also ensure that hotel or restaurant remains in compliance with any governmental orders, and is the point of contact for any health department questions or inspections.

Cleanliness Plan

- This is the blueprint for the increased efforts being made to convince guests that a hotel is safe and clean.
- This plan should address all steps being taken to sanitize or otherwise modify the hotel to minimize the chances of an outbreak or contagion event in the establishment.
- The plan should be updated regularly based on changing governmental reports, information or events in and around the hotel, and other relevant circumstances.

Cleanliness Plan & Guests

- Ensure that this plan is available to all prospective guests to provide a sense of security so that they can feel comfortable in their choice to stay at your hotel.
- When people begin to travel again, hygiene may become one of the biggest factors in hotel selection, and making this information public and readily available could distinguish your establishment from many others.

Cleanliness Plan – Infected Guest/Worker

- The cleanliness plan, of course, should include a course of action in this situation
- Immediately minimize the ill person's contact with all other guests and staff.
- Request that the ill person wear a mask and practice respiratory and hand hygiene, and designate a bathroom for use solely by that guest or employee.
- Work with local health officials to develop a plan to relocate the guest.
- Identify and notify those who may have been in contact with the guest or employee
- Thoroughly disinfect any areas impacted by the infected individual

Screening

- Have front desk employees/housekeeping visually screen guests for respiratory infection.
- If allowed by law, consider additional guest screening, such as by taking temperatures at check-in.
- Also screen employees for respiratory infection, especially for employees who work in locations with frequent guest contact such as the front desk, restaurants and casinos.

Disinfection & Cleaning

- Increase the frequency of cleaning and disinfection throughout your hotel, but especially in high-traffic areas such as the,
- Entrances/exits, lobby, front desk,
- stairs, elevators, escalators,
- bathrooms,
- Casinos, restaurants, bars, lounges, business/computer centers, gyms, spas and children's areas.

Disinfecting & Cleaning

- Encourage employees to wash their hands more frequently.
- Guests will notice when these procedures are increased.
- Keep detailed records of these efforts.
- Also install additional locations where guests and workers can wash their hands or apply hand sanitizer throughout your hotel.
- Provide disinfecting wipes near frequently touched surfaces like desks, doors, bathrooms and elevators.

Barriers between Staff & Guests

- Consider placing a physical barrier such as plastic or plexiglass between employees and guests at highly frequented locations such as the front desk, concierge and casinos.
- Alternatively, place a physical divider such as a rope or signage encouraging guests to keep their distance from these employees and other guests.

Food & Restaurant Safety

- When individuals begin to travel again, restaurant and food safety will likely be a main concern.
- Perform additional cleaning in kitchens, restaurants and bars, and provide additional food hygiene training to foodservice employees

Food & Restaurant Safety

- Replace sit-down restaurants with a grab and go option.
- Make buffets more hygienic or eliminate.
- In bars, ensure that bar tops, bottles and glassware are cleaned often.
- No public snack/bar mix dishes.
- Guests may also be more apt to order room service than go to a restaurant, so ensure that your room service procedures minimize human-to-food contact and human-to-human interaction.
- Make these policies clear to your guests before and at check-in, and on any room service menus.

Use technology in cleaning

- Various technologies are available to improve the cleanliness of hotel.
- Electrostatic sprayers with hospital-grade disinfectant may be used to sanitize surfaces throughout the property and in guestrooms
- Ultraviolet lights in guestrooms could allow guests to check cleanliness.
- In public spaces, install touch-free doors, sinks, soap dispensers, hand dryers and paper towel dispensers.

Guest Amenities

- Hotels may need to reconsider whether to offer certain amenities that for years seemed commonplace.
- Hotels that had been shifting away from single-use toiletries may need to consider returning to such items to prevent human-to-human transmission.
- May also consider removing drinks and snacks from the in-room minibar, and eliminating in-room coffeemakers.

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Guest Amenities

- In guestrooms, it may be wise to eliminate decorative pillows and bedding, and otherwise reducing or eliminating magazines, pamphlets and menus.
- Consider including any menus or informational materials on a TV and, of course, increase the sanitation of the TV remote.
- In public outdoor areas, you may need to eliminate, reduce and/or better sanitize lounge chairs