

HYGIENE & CLEANING GUIDELINES| COVID-19

Recommendations for the Hotel and Tourism Sector



The Hotel and Tourism sector is about taking care of people. As we are preparing to open our borders to welcome new guests, we want to commit to take care of their safety and that of our employees. Under the current circumstances we need to be cleaner and safer than ever before.

To meet the new health and safety challenges presented by COVID-19, BONHATA created these guidelines for the Hotel and Tourism sector. These are focused to improve hotel cleaning practices and protocols. These are based on guidelines of the Centers for Disease Control (CDC, USA), the World Health Organization (WHO) and partners associations.

We want to ensure that our guests and employees are confident in the cleanliness and safety of our hotels, restaurants, rental cars and outdoor activities once travel resumes.

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PHYSICAL ADJUSTMENT

- Post signs throughout the hotel to teach proper hand hygiene (washing hands and using hand sanitizer), respiratory etiquette (cover your cough and sneeze), and avoidance of face touching.
 - Print materials about hand hygiene are in several languages, including handwashing posters. See Appendix B.
 - When the usage of masks is recommended local health authorities, health and hygiene reminders shall be placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.
- Put alcohol-based hand sanitizer at all entry points and key points in the hotel. If that is not possible, put up signs directing people to the nearest sink to wash hands with soap and water.
- Make sure soap, disposable paper towels, and running water are available in bathrooms and that toilets are in good working order.
- Put waste baskets throughout the facility and regularly empty them. Use disposable liners in wastebaskets if possible. Use a no-touch disposal receptacle if possible.
- Regularly clean all frequently touched surfaces such as doorknobs, handrails, bathroom fixtures (sink handles, toilets), countertops, work stations, tables, chairs, and elevator buttons.
 - Use the cleaning products that you usually use in these areas and follow the directions on the label.
 - Provide disposable wipes so staff can frequently wipe down commonly used surfaces like doorknobs, keyboards, remote controls, and desks.
 - Staff should wash hands, preferably with soap and water or, alternatively, with alcohol-based hand sanitizer after any cleaning activities.
 - Clean all shared equipment after each use.
- Develop or review your facility's plans for infection control and response to infectious disease.

PHYSICAL DISTANCING

- Follow local ordinance, <https://english.rijksdienstcn.com/covid-19/emergency-ordinance> social distancing guidelines.
- Guests shall be advised to practice physical distancing by standing at least 1,5 meter or 5 feet away from other groups of people not traveling with them, including any area where guests or employees queue.
- Clearly mark for appropriate physical distancing, and where possible, encourage one-way guest

flow with marked entrances and exits.

- When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.
- In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.
- Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations.
- At F&B, Pools and Beaches, seating shall allow at least 1,5 meters or 5 feet of separation between groups of guests.
- Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible.
- The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible.
- Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required.
- In addition, van and shuttle service shall be limited, and disinfecting of contact points will be required.
- Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.

MANAGEMENT RESPONSIBILITIES

- Assign a staff member responsible for Clean Management, to implement measures and ensure compliance.
- Develop or review your business-continuity plan so you can continue providing critical services even if staffing levels drop due to illness, caring for sick family members or friends, or because children may be temporarily out of childcare or school.
- Develop a plan to monitor staff absenteeism.
- If possible, cross-train personnel to perform essential functions so the facility is able to operate even if key staff are absent.
- Staff who are at high risk of severe COVID-19 should check with their health care provider about restrictions on their activities when COVID-19 is present in the community. Do not have high-risk staff interact with hotel guests if at all possible.
- During times when COVID-19 is present in the community, make sure your sick leave and other absence policies are flexible and non-punitive so staff can stay home if they are sick or if they need to care for a sick family member or friend.

- Make sure your staff are aware of sick leave and other absence policies. Do not require a health care provider's note to validate illness or return to work, as health care provider offices and medical facilities may be extremely busy and unable to provide this documentation.
- Employers should work with the local government to ensure appropriate local protocols and guidelines, such as updated/additional guidance for cleaning and disinfection, are followed, including for identification of new potential cases of COVID-19.
- Employers should educate staff and workers performing cleaning, laundry, and trash pick-up activities to recognize the symptoms of COVID-19 and provide instructions on what to do if they develop symptoms within 14 days after their last possible exposure to the virus. At a minimum, any staff should immediately notify their supervisor and the local health department if they develop symptoms of COVID-19. The health department will provide guidance on what actions need to be taken.
- Employers should develop policies for worker protection and provide training to all cleaning staff on site prior to providing cleaning tasks. Training should include when to use personal protective equipment (PPE), what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.

STAFF SAFETY

Lower the risk of exposure to the cleaning staff.

Personal Protective Equipment (PPE)

Cleaning staff should wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.

- If gowns are not available, coveralls, aprons or work uniforms can be worn during cleaning and disinfecting. Reusable (washable) clothing and gowns should be laundered at the end of the shift. Wash hands after handling dirty laundry.
- Gloves should be removed after cleaning a room or area occupied by sick people. Wash hands immediately after gloves are removed.

Remove PPE Properly

PPE must be properly removed to reduce the risk of self-contamination. Carefully remove gloves, gowns, aprons, etc. to avoid contaminating the wearer and the surrounding area. Remove gloves first, then wash hands using soap and water for at least 20 seconds. Cleaning staff should immediately report breaches in PPE or any other potential exposure to their supervisor.

Additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.

CLEANING AND DESINFECTING

Follow the Guidance for Cleaning and Disinfecting

It is unknown how long the air inside a room occupied by someone with confirmed COVID-19 remains potentially infectious. Facilities will need to consider factors such as the size of the room and the ventilation system design (including flowrate [air changes per hour] and location of supply and exhaust vents) when deciding how long to close off rooms or areas used by sick people before beginning disinfection.

To minimize your risk, take these steps if a sick person has recently occupied your space:

- Close off communal areas visited by the sick people (if they have left the hotel, this applies to their hotel room as well).
- Open outside doors and windows and use ventilating fans to increase air circulation in the area.
- Wait 24 hours or as long as practical before beginning cleaning and disinfection.

Cleaning Hard (Non-porous) Surfaces

If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.

For disinfection, most common EPA-registered household disinfectants should be effective.

- A list of products that are EPA-approved for use against the virus that causes COVID-19 is available at [List N: Disinfectants for Use Against SARS-CoV-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2) (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>). Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.
- Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
- Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3 cup) bleach per gallon of water or
 - 4 teaspoons bleach per quart of water

Cleaning Soft (Porous) Surfaces

For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible

contamination if present and clean with appropriate cleaners indicated for use on these surfaces.

After cleaning:

- If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
- Otherwise, use products that are EPA-approved and that are suitable for porous surfaces: [List N: Disinfectants for Use Against SARS-CoV-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2) (<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>).

Cleaning Electronics

For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present.

- Follow the manufacturer's instructions for all cleaning and disinfection products.
- Consider use of wipeable covers for electronics.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

Cleaning Linens, Clothing, and Other Items That Go in the Laundry

In order to minimize the possibility of dispersing virus through the air, do not shake dirty laundry.

Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with a sick person can be washed with other people's items.

Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

APPENDIX B – HAND HYGIENE GUIDELINES AND VISUALS

If not wearing protective gloves, all employees shall practice the guidelines, <https://english.rijksdienstcn.com/covid-19/preventive-measures>, for handwashing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene should be followed prior to and after removing the gloves.

Visuals

<https://english.rijksdienstcn.com/covid-19/preventive-measures>

<https://www.rivm.nl/sites/default/files/2019-06/Hand%20hygiene%20EN.pdf>

<https://www.cdc.gov/handwashing/posters.html#posters-general-public>

<https://www.who.int/gpsc/5may/How To HandWash Poster.pdf>