



## Operational Policies and Procedures for Covid-19

Covid-19 transmission from one person to another can be slowed or stopped. This document has been prepared based on the evidence currently available about Coronavirus disease 2019 (Covid-19) transmission (human-to-human transmission primarily via respiratory droplets from, or direct contact with, an infected person), and is designed to ensure that Grim's Dyke Hotel can protect the health of its staff and clients. Covid-19 transmission according to current evidence is transmitted between people through respiratory droplets (particularly when coughing). Direct contact with an infected person or indirect contact (touching a surface or object that has been contaminated with respiratory secretions) and then touching their mouth, nose, or eyes is another route of transmission. Although most infected people develop mild symptoms, severe disease may result in hospitalisation. Older people and/or people with other medical conditions may require rapid hospitalisation. Prevention measures include regular and thorough hand hygiene, social distancing, avoiding touching eyes, nose, and mouth, and good respiratory hygiene. In public areas, cleaning and disinfecting frequently touched objects and surfaces can help reduce the risk of infection. Hotel and tourism accommodation establishments are no more susceptible to contagion than other public establishments visited by large numbers of people who interact among themselves and with employees. Nevertheless, they are places where guests stay temporarily in close cohabitation and where there is a high degree of interaction among guests and workers. It is these aspects—the lodging of guests along with the services this entails (food and beverage, cleaning, activity organisation etc.)—and the interactions specific to these establishments (guest-guest, guest-staff, and staff-staff) that require specific attention. Every staff member must strictly comply with the basic protective measures against Covid-19 recommended by WHO such as hand hygiene, physical distancing, avoid touching eyes, nose and mouth, practice respiratory hygiene and to heed the advice to stay home and seek medical attention if they have symptoms consistent with the disease. We will adopt a responsible attitude to address the health threat of Covid-19.

1. Action plan - Grim's Dyke Hotel Management Team, in consultation with the local health authority, hotel, restaurant, catering, and tourism administration and industry associations have established an action plan tailored to the situation and implement it following the recommendations of local and national public health authorities to prevent cases, effectively manage cases, and mitigate impact among clients and staff, including cleaning and operational considerations for Covid-19.
2. Disinfection of rooms occupied by ill persons. The plan, which may incorporate teleworking, should be updated when necessary, as a consequence of new guidance, procedures, or regulations issued by the pertinent authorities.
3. Mobilisation of resources - the hotel will make sufficient human and economic resources available to ensure that the action plan can be implemented rapidly and effectively. The action plan will 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.



### Supervision

4. The implementation of the action plan and the effectiveness of the measures undertaken will be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience. A crisis team involving members of each relevant department to support management in the implementation of the action plan and timely identification of required adjustments. It is necessary to be alert to any unusual rise in worker absenteeism, especially those due to acute respiratory infections, possibly caused by Covid-19.
5. Logbook of actions to keep a log of the important actions and measures carried out and to record them in enough detail (e.g., including date and time a disinfectant was used, by whom, where, etc.). This logbook can be used to improve the actions implemented.
6. Communication to be maintained between management and staff, including through the managers in charge of the different departments, 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 communicate the action plan to guests, and we can ensure alignment consistency. Short documents or informative posters to 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, in different languages, could be useful information tools. To have an up-to-date list of the contact information of the staff, including emergency telephone numbers.
7. Training and information to inform all staff 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. We will organise information briefings that should cover all the basic protective measures against Covid-19 and the signs and symptoms of the disease. Training may be needed for specific procedures.



## Reception

1. Information and communication - reception desk staff to be sufficiently informed about Covid-19 so that they can safely carry out their assigned tasks and prevent the possible spread of Covid-19 within the establishment. They will be responsible for informing guests who inquire about the establishment's policy in terms of the preventive measures in place or other services that guests may require (e.g., medical and pharmacy services available in the area or at the establishment itself). They will also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor—management should arrange it immediately—as well as provide basic hygiene recommendations when asked. Reception desk staff must take all necessary precautions, including physical distancing. Official, up-to-date information to be available about travel to and from countries or areas where Covid-19 is spreading. Reception desk staff to be familiar with the room occupancy policy for accompanying persons in the event of a suspected case of Covid-19. The reception desk to have immediately available telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.

2. Necessary equipment and medical kit at the reception desk. Face masks are compulsory for the public in all indoor environments unless exempt due to medical conditions. The reception desk should have a medical kit that includes the following items:

- Germicidal disinfectant/wipes for surface cleaning tissues
  - Face/eye masks (separate or combined, face shield, goggles). Disposable face masks can only be used once.
  - Gloves (disposable)
  - Protective apron (disposable)
  - Full-length long-sleeved gown
- Biohazard disposable waste bag

3. Social distancing measures, hand cleaning, and wearing a face covering - social distancing measures, together with frequent hand hygiene and wearing a face covering, are the main measures to prevent transmission of Covid-19. Although probably, guests are already familiar with these measures, they should be reminded as a form of hospitality.

- 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 2 m (6 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 specified after exchanging objects (money, credit cards) with guests.
- Wearing a face covering, unless medically exempt, is required at all times when indoors. The mask must only be taken off inside bedrooms or when sat at a table.



4. Monitoring of guests who are possibly ill - while observing regulations concerning the protection of personal data and the right to privacy, it is advisable to monitor potentially ill guests in the hotel. Reception staff should note all relevant incidents that come to their knowledge, such as requests for doctor's visits. This information will aid guests through appropriate advice, facilitating early detection, and rapid management of suspected cases with local health authorities. Reception staff must treat all this information with discretion, leaving it up to the management and to medical services to evaluate the situation and make appropriate decisions.

#### **Technical and maintenance services**

1. Dishwashing, glass washing and laundry equipment - the proper functioning of the dishwasher, glass washer and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

2. 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 should be checked.

3. Dispensers - regular checks to 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 to 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, restaurant, and bar).

#### **Restaurant, breakfast, dining room and bar**

1. Information and communication - restaurants, breakfast, dining room and bar staff should perform personal hygiene (frequent handwashing and cough hygiene) as strictly as possible: Interim guidance – guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

2. Buffets and drinks machines at the buffets, guests should avoid handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service. The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.

3. Washing dishes, silverware, and table linen the usual procedures should be used. 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, disinfect, rinse), taking the maximum level of precautions. Drying



to be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.

4. Table setting whenever possible, it is recommended to have a maximum of 6 persons for 10 square metres. Tables to be arranged such that the distance from the back of one chair to the back of another chair shall be more than 2 m apart and that guests face each other from a distance of at least 1 m. Recreational areas for children - although the current evidence indicates that most children appear to develop less serious respiratory symptoms of Covid-19, there are reports of children infected with Covid-19 who have developed the severe or critical disease, and some children have died. 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.

### **Cleaning and housekeeping**

Cleaning and disinfection even in the absence of Covid-19 cases in the hotel, should be frequent and of a high standard. Special consideration should be given to the application of cleaning and disinfection measures in common areas (restrooms, lounge, corridors, door handles, doorknobs, switches and handrails) as a general preventive measure during the entire Covid-19 epidemic and all staff to be instructed accordingly. We need to pay special attention to cleaning and disinfection plans for situations in which there are sick guests (or employees) staying at the hotel or identified with Covid-19 within a few days after leaving the hotel. The following to be implemented for rooms or specific areas exposed to Covid-19 cases:

- 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 (or recommended) disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm). Surfaces to be rinsed with clean water after 10 minutes contact time for chlorine. Surfaces should be rinsed with clean water after sufficient contact time for the chlorine.
- Service staff should not use bleach where it is not suitable, e.g., telephone, remote control equipment, door handlings, buttons, etc. alcohol 70% to be used instead.
- Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths and absorbent materials, e.g., mop head and wiping cloths. Where appropriate, 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 to be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Items must be washed in hot cycles (70°C or more) with the usual detergents. 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.
- In general, public areas where a case has passed through or has spent minimal time in (e.g., corridors) they do not need to be specially cleaned and disinfected.



- All staff to be trained on the use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed.
- All rooms and common areas to be ventilated daily for at least 1 hour.
- Monitoring of sick guests - housekeeping and cleaning staff should inform the management and the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They must treat all this information with discretion.
- 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. If undertaking procedures that generate splashes (e.g., while washing surfaces), add facial protection with a face shield and impermeable aprons. They will also have access to sufficient disinfectant solutions and other supplies.
- Optional housekeeping programmes - all programmes where guests can voluntarily forego housekeeping services should be suspended in the service of maximizing health and safety of hotel staff and guests alike.

#### **Handling Covid-19 cases at Grim's Dyke**

1. If a guest or staff develops symptoms of acute respiratory infection, efforts to immediately be made to minimise contact of the ill person with all guests and staff of the establishment. Reception or other hotel staff should follow the procedures in the action plan for the situation when a guest develops signs and symptoms indicative of Covid-19.
2. Separate the ill person from the other persons by at least 2 m (6 ft).
3. If the situation requires and the ill person is not transferred to a medical establishment, we shall consider relevant measures, so 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, who is 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.
4. If possible, designate one bathroom for use only by the ill person or room.
5. 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 the 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.
6. In case the ill person cannot wear a mask, direct contact with the ill person should be avoided unless wearing at least a disposable gown, gloves, a mask, and eye protection.
7. 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 (provided in the Universal Precaution Kit), including mask, eye protection, gloves, and a gown.

8. Remove PPE carefully to avoid contaminating yourself. Remove first gloves and gown, do hand hygiene; next remove the mask and eye protection, and immediately wash hands with soap and water or alcohol-based hand rub.
9. Properly dispose of gloves and other disposable items that had contact with the ill person's body fluids in a biohazard bag or a secured plastic bag, which will be considered as "biohazard" waste.
10. Case of an affected worker - if a member of the staff reports respiratory symptoms, the worker must immediately stop work and seek medical assistance. The staff should stay isolated in a suitable room while the medical services are being notified. The symptomatic worker to be provided with disposable tissues and a mask that should 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.
11. 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. (Note: For a Covid-19 patient to go through a mild form of the disease and fully recover takes about 14 to 21 days).
12. Case of an affected guest - continued stay of the sick person in the hotel is not recommended. The person can be isolated in a room temporarily 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.

#### **Evacuation of a suspected case**

- To minimise the risk of contaminating other guests or members of the staff, symptomatic guests should leave the hotel according to instructions from the management of the establishment and local health authority. Symptomatic guests 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 following 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 the hotel procedures. They need to 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. They should ensure that they clean their hands before putting on PPE and after removing it.
- If more than one suspected case is being transported, personnel and health personnel should change their PPE between each patient to avoid possible cross-



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contamination between suspected, but not confirmed, cases of Covid-19. They should dispose of the used PPE appropriately in containers with a lid following the hotel action plan and national regulations for infectious waste.

- The driver of the ambulance should stay separated from the cases. No protection is required if a tight physical separation exists between the driver and the suspected case. If possible, the driver should not be involved in loading the patient into the ambulance. If assisting with the loading of the suspected Covid-19 patient the driver should wear PPE, including a mask, gloves, gown, and eye protection.
- Ambulance or transport vehicles should be cleaned and disinfected with special attention to the areas in contact with the suspected case. Cleaning should be done with a regular household disinfectant solution containing 0.5% sodium hypochlorite (i.e., equivalent 5.000 ppm chlorine or 1 part of household bleach containing 5% of sodium hypochlorite to 99 parts of water). After the bleach has been allowed to remain in contact with the surface for at least 1 minute, it may be rinsed off with clean water. As an alternative to bleach, ambulances may use hospital-grade disinfectant products according to manufacturer's guidelines.
- We will provide access to services for cleaning and disinfection of the room occupied by the sick person following the action plan, following the cleaning and disinfection protocols for rooms with cases. In case that this is not possible, the on-duty housekeeper will 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 the room to be considered. 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. The doctor in charge of the case should provide relatives and accompanying persons with information regarding the infection control measures they should adopt. Only one person should be in charge of caring for the sick person. Pregnant women or other persons with a high risk of developing a severe disease caused by Covid-19 will not serve as caretakers.
- Caretakers should self-monitor for the appearance of symptoms, especially fever and cough, and receive medical attention if such symptoms appear. The clothing of the sick patient, as well as the linen of the room he or she occupies, should be washed following the usual procedures. As a precautionary measure, these items should be stored and transported in sealed bags.
- Note: We have no authority to force sick guests to temporarily remain in their room or to prevent them from receiving visits from other guests.
- Identification and management of contacts should begin immediately after a suspected case has been identified in the establishment.



WHO defines 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 2 meters 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

In the context of a hotel, a contact could be considered as:

- 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.

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 contact may be considered as having low-risk exposure and may be advised to implement precautionary measures. These precautionary measures can be modified and adapted to the risk assessments conducted by the public health authorities.

### **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 contact local health services.

### **Suppliers of goods and services and Contractors**

Should follow safe systems of work and also have systems in place for the prevention of the spread of Covid-19 and share their policies and procedures regarding Covid-19.

Name

Date

Signature