



# Covid-19 Staff Policy

This is a working document subject to change, especially as Welsh Assembly Government guidelines and restrictions are reviewed. Please note that wilful failure to comply with The Cliff Hotel & Spa's Covid-19 Staff Policy will be considered a breach of health and safety rules that endangers the lives of employees and other persons and as such, is deemed as gross misconduct subject to dismissal without notice (refer to the Employee Handbook for further information).

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## Before Returning to Work

You will be sent an e-learning module Returning to Business (Covid-19). You will not be permitted to return to work without completing this 25 minute on-line training session. Upon successfully completing the training, download the certificate and forward a copy to [training@flatrockgroup.co.uk](mailto:training@flatrockgroup.co.uk) at least 3 days prior to your first scheduled shift.

You will also be sent a Pre-Return to Work Declaration Form for completion which you are required to return at least 3 days prior to your first scheduled shift. Information supplied in this questionnaire may prevent you from returning to work.

Make yourself familiar with all of the hotel policies, revisiting the Covid-19 Staff Policy prior to your first shift back.

Do not travel to work if you are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to your sense of smell or taste. Please immediately contact the hotel on 01239 213102 if you feel unwell and will not be reporting to work.

Do not bring personal items such as phone chargers, gym kits, make-up bags etc. into the workplace, leave at home or in your vehicle.

Do however, bring your own pen to work. Keep with you at all times during your shift and do not share with others.

Wear a clean uniform everyday

## Arriving to Work

Entry to work should only be through the new Staff Entrance (double doors outside Laundry). These doors will remain closed at all times. Do not approach the doors if you see another person there.

When the doors are clear, ring the Staff doorbell alerting Reception that you are there (those who arrive before 7am should ring the Night Porter doorbell). The doors will then be unlocked for you to enter.

Following the directions and observing social distancing measures at all times, enter the building, sanitizing your hands at the station inside the door.

Stow any personal items that you cannot leave in your vehicle or at home in a staff locker, located in the new staff area. Please sanitise the locker after use with the sanitiser provided.

Again in the new staff area, using your own pen, complete a Declaration Form confirming that you are fit to work your shift that day and that you understand and are committed to following the Covid-19 policy.

Clock In using the usual eye machine, albeit in its new location, (no need to press OK) and proceed to your usual workplace unless directed otherwise.

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## General Workplace Safety Measures and Procedures

Compulsory face coverings must be worn in all areas, back and front of house.

Always adhere to the 2m social distancing guidance, using floor markings where present to help with this.

Wash your hands regularly and thoroughly throughout your shift – see Appendix A.

Additional hand sanitizers have been installed around the property to enable increased hand hygiene where hand washing facilities are not available.

Practice good respiratory hygiene at all times, 'Catch it, Bin it, Kill it' after coughing or sneezing – see Appendix B.

All staff are required to make a conscious effort in maintaining the cleanliness of the hotel, therefore ensuring the safety of both staff and guests. Please note that Reload 802, 1, 5, 9 are effective against COVID-19. They all have a raw material within the cleaning solution that will kill the COVID-19. The 802 (which is the product in the fogger) is a pure sanitiser that we can use on any type of surface (soft furnishing as well as all hard surfaces) so can be used throughout the hotel. All products should be effective if left on for less than 10 minutes but to be extra safe, leave on for 10 minutes.

Make a conscious effort not to touch your face, mouth, hair and wash your hands if you have done so

To operate as safely as possible, the minimum number of staff have been brought back to work.. Wherever possible, staff members have also been put into fixed teams to limit the number of people they come into contact with.

Start (and finish) times have been staggered wherever possible to prevent groups of people in the same area at any one time, making it easier to observe social distancing measures.

Break times are also staggered to reduce congestion in staff areas.

Wherever possible, do not share equipment with others and keep to your 'station' or work area. Avoid wandering around the hotel and do not enter areas of the hotel that are not directly related to the execution of your work duties.

Physical contact, such as handshakes, hugs, pats on the back, etc. is to be avoided.

Avoid using the lift wherever possible due to the increased risk of potential contamination in an enclosed space.

Have consideration for cleaning staff with regards to discarded tissues, food, etc. to prevent cleaning staff being accidentally contaminated: do not use a bin without a bin liner and do not overfill bins.

All doors controlled by electronic door holders will be permanently open (released only in the event of an emergency) to reduce the risk of cross-contamination through door handles.

Refrain from sharing telephones, walkie-talkies, keys or any other equipment.

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## Toilet and Washroom use

A new staff toilet is situated in the new staff area. Do not use guest toilets.

When the toilet is occupied, do not stand too close to the exit - allow space for the occupant to leave safely.

Touch as few surfaces (toilets, sinks, door handles, soap, and soap dispensers, etc) and objects as possible and if they are visibly contaminated with bodily fluids do not touch - report to the Duty Manager by telephoning 7509.

Ensure that the toilet seat is in the closed position before flushing to prevent aerosols becoming airborne and contaminating the facilities with potential pathogens.

Clean your hands after using the toilet, by washing with soap and water for at least 20 seconds. Dry thoroughly.

## PPE and how to use it

Clean your hands thoroughly with soap and water or alcohol sanitiser before putting on and after taking off PPE. In all circumstances where some form of PPE is used, the safe removal of the PPE is a critical consideration to avoid self-contamination.

### Face Masks and Visors

The Cliff Hotel & Spa recommends that Housekeepers and Laundry staff who enter and handle uncleaned rooms and dirty laundry wear disposable face masks. Face coverings must be worn at all times. These will be provided to you at the start of your shift. Re-usable face masks and visors are also available. Please ask the DM should you wish to be issued with some, and note that like other uniform items, the maintenance and laundry of these coverings will be your responsibility.

Change your face covering regularly and always after it gets damp.

Do not reuse a face covering unless it has been laundered or sanitized after being used.

### Gloves

Is it not recommended that gloves be worn by any staff members other than when the task at hand would normally require you to do so.

Should you choose to wear gloves in the execution of your duties remember to discard between every individual job – do not reuse.

### Aprons & Tabards

The Cliff Hotel & Spa recommends that Housekeepers and Laundry staff who enter and handle uncleaned rooms and dirty laundry wear disposable aprons. These will be provided to you at the start of your shift.

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## Leaving Work at the end of your shift

Alert your departmental supervisor/manager that you have come to the end of your shift.

Once you have gained the managerial approval to finish, clock out at the eye machine.

Sanitize your hands and leave via the Staff Entrance.

It is recommended that uniforms or workwear should be laundered daily:

1. Separately from other household linen.
  2. In a load not more than half the machine capacity.
  3. At the maximum temperature the fabric can tolerate.
  4. It should then be ironed or tumbled dried (uniforms or workwear can be tumble dried with other household laundry as correct washing will remove any infectious micro-organisms on the uniform).
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## Provision of First Aid

COVID-19 infects people through contact with the mucous membranes. First Aid Responders must think of these as being the mouth, nose and eyes. COVID-19 does not infect through the skin.

If you are required to come into close contact with someone as part of your first responder duties follow the steps below:

Follow standard infection control procedures.

Hands must be washed before and after administering first aid.

All persons must be treated as a suspected Covid-19 case.

First aid to be administered in a separate area where possible.

Additional PPE must be worn e.g. disposable gloves, eye protection, fluid repellent surgical mask, disposable plastic apron and can be found in all first aid boxes. A mask should also be supplied to the patient.

In a suspected cardiac arrest case, you must not feel for breathing by putting your face close to the person's mouth. In adults, it is recommended that you do not perform rescue breaths or mouth-to-mouth ventilation; perform chest compressions only.

Cardiac arrest in children is more likely to be caused by a respiratory problem therefore chest compressions alone are unlikely to be effective.

If a decision is made to perform mouth-to-mouth ventilation in asphyxial arrest, use a resuscitation face shield where available. (Should you have given mouth-to-mouth ventilation there are no additional actions to be taken other than to monitor yourself for symptoms of possible COVID-19 over the following 14 days).

For minor injuries i.e. cuts and abrasions, the injured party should apply their own dressing under the guidance of the first aider.

If there has been a blood or body-fluid spill keep people away from the area. Wearing appropriate PPE use a spill-kit following the instructions provided with the spill-kit.

All first aid equipment e.g. Scissors or goggles, needs to be sanitized after use.

All disposable PPE should be disposed of and stocks replenished following first aid treatment.

An Accident Report Form must be completed following the usual procedure.

## How to handle suspected cases of Covid-19

If you need to provide assistance to an individual who is symptomatic and may have Covid-19 (that is any individual with a new and continuous cough and/or high temperature), wherever possible, place the person in an area away from others / advise them to stay in their room. Reduce the number of people treating the unwell individual to as few as possible and ensure others who are not involved in providing assistance stay at least 2 metres away from the individual. Use barriers or screens if necessary. Call 111 for further assistance and guidance.

Once a person with suspected COVID-19 is identified, their bedroom should not be entered for 72 hours. A Do Not Enter sign will be placed on the door to ensure this. The following are the steps that will be taken when cleaning / disinfecting any rooms where there has been a person with a suspected or confirmed case of COVID-19:

- Keep the door to the room closed for at least one hour before cleaning. Do not use the room until the room has been thoroughly cleaned and disinfected and all surfaces are dry.
- The person assigned to clean the area should avoid touching their face while they are cleaning and should wear household or disposable single use non-sterile nitrile gloves and a disposable plastic apron
- Open the window while you are cleaning
- Clean the environment and the furniture using disposable cleaning cloths and our usual cleaning products. Fog the area with anti-viral mist.
- Pay special attention to frequently touched flat surfaces, the backs of chairs, door handles and any surfaces or items that are visibly soiled with body fluids.
- Place all waste that has been in contact with the person, including used tissues, and masks if used, in a plastic rubbish bag and tie when full – do not over fill the bag.
- Remove your apron and gloves and discard into the waste bag and clean your hands. Place the plastic bag into a second bin bag and tie it, then clean your hands.
- Store the bag in a safe place until the result of the test is available. If the person tests negative, place the waste in the normal domestic waste bin. In the event the person tests positive, Public Health will advise what to do next.
- Once the room has been cleaned and disinfected and all surfaces are dry, the room can be put back into use.
- There is no need to clean carpets (if present) unless there has been a spillage.

In the event that a communal area needs to be cleaned for these purposes, then the following procedures are also required:

Immediately close the area until sanitized.

Clean the area with the our usual cleaning products (as outlined above) as soon as is practicably possible. Fog the area with anti-viral mist.

Pay special attention to frequently touched sites including door handles, backs of chairs, counter tops, taps of washbasins, toilet handles.

Once cleaning and disinfection have been completed and all surfaces are completely dry, the area can be put back into use.

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## Track & Trace

In the event that there is a suspected case of Covid-19 in the hotel, The Cliff Hotel & Spa's track and trace system will be followed and all persons who may have come into contact with the affected person will be asked to confirm whether they were at any point:

within 1 metre of them with whom they have had a face-to-face-conversation had skin-to-skin physical contact, have coughed on, or been in other forms of contact within 1 metre or 1 minute or longer  
within 2 metres of them for more than 15 minutes  
or they have travelled in a vehicle with - or has been seated near them on public transport.

If the answer is yes, they'll be asked to self-isolate for 14 days to make sure they don't spread the virus. (It is really important to do this even if no symptoms exist. If they've been infected, they could become infectious to others at any point up to 14 days).

They'll also be required to monitor their symptoms so that they get tested as soon as possible if needed. (You can only take a test if you are displaying symptoms. Testing while asymptomatic can generate false negatives and is therefore not recommended).

The same protocols would apply should a team member have been in contact with a suspected or positive case outside of work.

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## What to do if you feel unwell with Covid-19 symptoms whilst at work

If you develop a high temperature or a persistent cough during your shift:

1. Make your way outside via the nearest exit, touching as little as possible.
2. Cough or sneeze into the crook of your elbow if you do not have tissues.
3. Telephone the Duty Manager using your own phone advising them that you are unwell and that you are returning home immediately / awaiting a lift home.
4. Advise the Duty Manager of the following:
  - a.) Duties completed / remaining
  - b.) Which areas of the hotel you have entered during your shift / What trolley/ workstation was yours

c.) Did you use a locker?

d.) Did you interact with any members of staff / guests at any point during your shift in one of the following ways: (and if so, whom)

- within 1 metre of them with whom they have had a face-to-face-conversation had skin-to-skin physical contact, have coughed on, or been in other forms of contact within 1 metre or 1 minute or longer
- within 2 metres of them for more than 15 minutes
- or they have travelled in a vehicle with - or has been seated near them on public transport.

5. You'll be asked to self-isolate for 14 days and take a Covid-19 test. Do not return to work until your period of self-isolation is over.

For further information visit <https://www.nhs.uk/conditions/coronavirus-covid-19/>

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## Job Duties

The execution of our duties has invariably changed with the introduction of the Covid-19 Staff Policy. Below is a number of additional actions to undertake whilst performing our jobs in the near future. These lists are not exhaustive, and we welcome any constructive feedback for improvement.

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## Duty Managers

### AM Shift

Conduct a floor walk at the beginning of your shift ensuring signage is accurate, sanitizer stations are full and table and chair placement is optimised at social distancing levels.

Ensure all staff and guests are observing the Covid-19 policy.

Review rota for this evening - do we have enough / too many staff?

### PM Shift

Conduct a floor walk at the beginning of your shift

Sanitize all door handles in staff areas and public areas

Sanitize lift buttons on all floors (both lifts)

Sanitize vending machine buttons

Sanitize all bannisters and handrails

Sanitize all walkie talkies, telephones (including those in corridors)

Sanitize all I-pads



Check the sanitation of Staff toilet regularly throughout the shift.

Ensure all staff and guests are observing the COVID-19 Policy.

Review rota for this evening - do we have enough / too many staff?

Ensure the doors are on one-way Exit only at 6pm and that all non-residents have vacated the premises by 6pm.

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## Night Porters

Conduct a floor walk at the beginning and at the end of your shift:

- Replace all sanitizers with full bottles (beginning of shifts only)

- Sanitize all door handles in staff areas and public areas

- Sanitize lift buttons on all floors (both lifts)

- Sanitize vending machine buttons

- Sanitize all bannisters and handrails

- Sanitize all walkie talkies, telephones (including those in corridors)

- Sanitize all I-pads

Sort Refreshment Station sachets and condiments that have been quarantined for 72 hours ready for HK and F+B.

Collect any dirty Room Service Trays, strip and sanitize, wearing a disposable apron and mask.

Wash the glassware through the glasswasher in the bar, polish and put away.

Refill collected sanitizer bottles and soap bottles.

Fog Spa Changing Rooms, Treatment Rooms and Spa Reception.

It is currently prohibited to serve alcohol to guest bedrooms after 10pm.

It is currently prohibited for guests to visit other guests rooms.

Clean the staff room and back of house corridors.

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## Receptionists

Stay in one workstation for the whole of your shift, using one telephone

Ensure your workstation is equipped with all necessary tools - stapler, calculator etc and do not share with others!

Sanitize your workstation and equipment at the beginning, the end and regularly throughout your shift.

First night accommodation will be charged upon booking on new reservations.

Large deliveries should be left in the designated parcel area near the coat hooks by the vending machine.

Contractors and visitors (including Show Arounds) must sign the Visitor's Book. Ask them to stay in Reception until their contact arrives and do not offer refreshments!

Process Check-Outs after 10:30am using HE-Secure.

Online check-in forms need to be printed and saved with guest folios – update information onto Hotel Exec

Ensure all meal times are booked (do not increase the available time slots).

After posting the day's accommodation and ensuring that all F + B bills have been posted, prepare Room Invoices for all of tomorrow's departures and e-mail to guests.

Rooms are for the sole use of the guests staying in that room and it is currently prohibited to visit other rooms.

Credit card information is required to confirm the identity of each guest.

Lock the main doors (put on one-way Exit only).

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## Housekeeping

### In General

Until further notice, all unnecessary soft furnishings and high contact items such as throws, cushions and Guest Directories have been removed from the rooms.

Stick to your job list (do not chop and change or swap) for track and trace purposes.

Unless urgent, maintenance issues in guest bedrooms are to be addressed after the room is cleaned but before fresh linen etc. are put in place. Please communicate via walkie-talkie when this will be, wherever possible.

Wherever possible, when using trolleys, push trolley into the lift unattended and use the stairs yourself meeting the trolley on your destination floor.

Sanitize all equipment used (eg. vacuum cleaner, spray bottles, mops etc.) after use or at the end of your shift – whichever is appropriate.

Only one person should enter a Service Room at any one time.

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### Guest Bedrooms

Do not enter bedrooms whilst the guest is there.

The automatic daily service of bedrooms is re-introduced from Monday, August 3rd 2020. Should you not want this service please place the DND sign on your door. Please note however, in the interest of guest and staff welfare, rooms will only be serviced when unoccupied.

If weather permits, open windows upon first entry.

Wear a disposable apron and face mask when stripping rooms / emptying bins / removing dirty laundry. Remove shower curtains with every departure.

Use closable laundry sacks rather than open trolleys to collect dirty laundry. Place the laundry sacks in the designated Dirty Laundry Trolley to transport, when full, to the Dirty Laundry area of the hotel.

Ensure all bin liners are sealed before removing from room and place immediately in a black refuse bag. Do not put your hands directly into waste bins or receptacles as they may contain contaminated products, food or tissues. Dispose of your plastic aprons before moving on to cleaning duties by placing in the black refuse bag and tie closed.

Collect all crockery, glassware and cutlery in the room, the tea cups and saucers, the Tassimo cups etc.(even if they look unused) and take to the Bar area for washing in the dishwasher.

Empty all Refreshment Station sachets (coffee, teabags, sugar etc) into a lidded tub, sanitize and refill caddy with fresh sachets. (Tub to be labelled for reuse the fourth day after removal eg. Monday's collection will get sorted on Thursday night for refilling on Friday).

Learn and adhere to the 10 High-Touch Deep Clean areas in the guest room – see Appendix C

Until further notice:

- Use only wrapped single use disposable water beakers in bathrooms

- Ensure a DND door hanger is in each room

- Enough towels only for the evening's occupancy is to be left in each room

Do not take fresh linen, crockery etc into the room until cleaned

Wash and dry your hands before leaving every room

The Room Checker will fog the room with anti-bacterial mist.

### Public Areas, Corridors and Back of House

Public Area cleaner is to clean the Guest Toilets, Kitchen Toilet & Changing Room and the Staff Toilet at the beginning of the shift. Wear a disposable apron and mask.

Throughout your shift:

- Sanitize all door handles in staff areas and public areas

- Sanitize lift buttons on all floors (both lifts, inside and out)

- Sanitize all bannisters and handrails

- Sanitize all telephones in corridors

### At the end of your shift

Restock your trolley of all cleaning materials and remember to sanitize all equipment used.

## Laundry

Duty Managers, Laundry and Maintenance staff are the only personnel that should enter the Laundry Room.

Doors are to remain closed and not wedged open at any time.

When handling dirty laundry wear plastic aprons and disposable face masks and remove (and dispose in closed bins) before handling clean laundry

Refrain from shaking dirty laundry to minimise the possibility of dispersing the virus through the air

Laundry from different sources should be segregated and not handled in the same area simultaneously

Items should be washed at 60°C or above or in line with the manufacturer's instruction

Laundry should be sealed in plastic once serviced

Always follow the floor markings to segregate dirty and clean laundry

Clearly marked trolleys and linen baskets are for either Dirty Laundry or Clean Laundry. Do not mix at any time.

Fog the laundry areas at the end of your shift.

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## Maintenance

Whenever possible, only enter a guest bedroom after the room has been cleaned

Sanitize all equipment used at the end of use or the end of the shift whichever is appropriate

Sanitize the van's high contact points (door handles, steering wheel, gear stick, rear view mirror, seatbelt, seat adjusting levers etc.) at the end of the shift or when a change of driver occurs

Hot tub checks must continue, but a face mask is required to be worn when entering occupied rooms

For Track & Trace purposes, log every occupied guest room and off-site location you have visited during your shift on a Contact Tracing Log Form.

## Kitchen

Chefs and Duty Managers are the only personnel that should enter the Kitchen proper. F&B Staff should stay in front of the pass, Housekeepers should reach the Kitchen Toilet & Changing Rooms via the entrance near the Chef's Office.

The total number of staff in the kitchen has been reduced to enable safe distance working. When more than one Chef is required, and where practicable, workstations should be spaced to allow for social distancing.

Only one person to access walk in pantries, fridges and storerooms at any one time.

Contact at 'handover' points with other staff must be minimised: Chefs are to leave food at the pass and step away, then F&B Staff can collect food once it is safe to do so.

Disposable gloves and aprons are to be used when handling deliveries and wherever possible items should be removed from their outer packaging before storing.

At the end of their shift, Chefs and KPs are to leave the kitchen in a clean and tidy manner observing the usual closedown procedure.

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## Food & Beverage

The Carreg Bar & Restaurant serves Breakfast, Lunch, Afternoon Tea and Dinner. Guests have been advised of the following:

### General

For all non-residents the Lounges / Bar / Restaurant is to be closed at 6:00pm daily. Alcohol can not be served or consumed on the premises.

For all residents the Lounges / Bar / Restaurant is to be closed at 10:00pm daily. Alcohol can be served or consumed as part of room service only.

Face Coverings must be worn in all public areas.

We operate on table service only, therefore we will not be able to serve guests at the bar. However, we can still operate our Buffets and Carverys as long as a member of staff is serving the food customers are not allowed to serve themselves.

Tables and chairs have been carefully placed at safe intervals – please do not rearrange and remain at the table allocated.

Please adhere to the one-way system established throughout the dining area.

No more than four people will be allowed to meet within the hotel unless you are from the same household. This rule does not apply to children aged under 11 and carers of the group.

'Household' - a group of people living in the same home, this is not the same as an extended household.

A time limit of 2 hours is given per booking. 1 hour 45 minutes of service and 15 minutes to visibly clean down the table once guests have left.

Sachets and individually packaged food items will be used wherever possible to lessen the risk of cross contamination.

Re-usable Menus and condiments have now been re-introduced; please ensure these are sanitised after each use. Place mats and traditional table settings remain removed from tables with cutlery rolls offered instead.

For track and trace purposes, all non-residents are required to register upon arrival by completing a simple form. All guests are required to provide verification of their name when filling in contact details. A member of staff must check all track and trace guest details. Methods of verification may vary but may include a Drivers Licence, Bank or Credit Card. Complete each Track & Trace form by entering their table number and confirming that ID verification has taken place and file.

Track & Trace forms must be kept in a secure place for 21 days.

In order to accommodate all of our guests despite social distancing measures, The Carreg Restaurant, The Cliff Ballroom and The Island Bar will be made available according to demand. Tables by the window cannot be guaranteed and will be sat as available.

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## Breakfast

Served Monday – Friday from 7 – 9:30am ( 7 -10am on Monday as required) and 8 – 10am Saturday, Sunday and Bank Holidays.

In order to reduce congestion and ensure social distancing measures, reservations are essential and it is important that you adhere to your chosen time.

Upon arrival you will be allocated a table and called to one of two Continental and Hot Buffet stations in turn.

Hot drinks will be served to your table.

Please adhere to our strict one-way system in the dining area, when entering, exiting and visiting the buffets.

## Lunch

Our Lunch Menu from Monday to Saturday offers a range of dining options from light bites and sandwiches to pizzas and more substantial meals. Please click [here](#) to see our current Menu.

With our Sunday Carvery, Starters and Desserts will be ordered at the table and freshly prepared from the Kitchen and guests will be called to the main course carvery in turn to avoid congestion.

Reservations are essential.

## Afternoon Tea

Full Afternoon Teas are available from 3 – 5pm Monday – Saturday and 4 – 5pm on Sundays.

24-hour pre-booking is essential.

Dietary requirements must be identified upon booking.

Last order for food to non-residents is 5pm.

Non-residents must vacate the premises by 6pm.

## Dinner

Available to residents only from 6 – 9pm daily, our Dinner Menu is offered alongside Daily Chef Specials.

Reservations are essential.

Guests staying on a Dinner, Bed & Breakfast Package receive a £25 per person food allowance. Beverages are not included within this allowance.

## Room Service

Residents can order food & drink between 12:00pm to 9:30pm daily, alcohol will be served strictly via room service for consumption in guests own rooms only. Alcohol will not be served to your room after 10:00pm.

Dining in your room is offered as an alternative to the dining area.

Please dial 0 from your in-room telephone to place your order. The tray charge has been removed for the time being.

Your meal trays will be brought to your door, but different from customary procedure, the server will knock and leave your tray outside.

For tray collection dial 0 from your telephone or, alternatively, leave your tray outside your bedroom door

With these new provisions in place, please continue to follow the guidelines below.

## Bartenders

Stay in one workstation for the whole of your shift wherever possible.

Sanitize your till screen and equipment at the beginning, the end and regularly throughout your shift.

Ensure guests complete Track and Trace forms correctly.

Prepare the drinks order and place on a sanitized tray.

It is currently prohibited to serve alcohol to guest bedrooms between 10pm and 6am.

It is currently prohibited for guests to visit other guest bedrooms.

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Last order for food to non-residents is 5pm.

Non-residents must vacate the premises by 6pm.

### Hosts

It is imperative that guests are directed to tables and not simply allowed to choose their own.

No more than four people will be allowed to meet within the hotel unless they are from the same household. This rule does not apply to children aged under 11 or carers of the group.

'Household' - a group of people living in the same home, this is not the same as an extended household.

For track and trace purposes, all non-residents are required to register upon arrival by completing a simple form. All guests are required to provide verification of their name when filling in contact details. A member of staff must check all track and trace guest details. Methods of verification may vary but may include a Drivers Licence, Bank or Credit Card.

Seat four people from different households on larger tables. Ensuring every effort is made to socially distance.

Particular attention must be given to a household group of over four people. Adult customers will need to provide proof of name and address.

Last order for food to non-residents is 5pm.

Non-residents must vacate the premises by 6pm.

### Servers/Runners

Ensure guests are observing COVID-19 policies e.g. wearing face coverings, not approaching bar, not moving furniture or socialising at other tables.

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Know the table numbers and where to go with orders.

Take the food and place on the edge of the table too - do not lean over guests, allow them to move plates / glasses accordingly.

Wash your hands regularly and always after handling dirty plates.

Sanitize every table and chair / stool after guest departure using blue roll which is immediately discarded.

Empty all unused Condiment Sachets into a lidded tub after every guest, sanitize and refill caddy with fresh sachets. (Tub to be labelled for reuse the fourth day after removal e.g. Monday's collection will get sorted and reused on Friday).

Last order for food to non-residents is 5pm.

Non-residents must vacate the premises by 6pm.



## Room Service

It is currently prohibited to serve alcohol to guest bedrooms after 10pm.

It is currently prohibited for guests to visit other guest bedrooms.

Please note that Reload 802, 1, 5, 9 are effective against COVID-19. They all have a raw material within the cleaning solution that will kill the COVID-19. The 802 (which is the product in the fogger) is a pure sanitiser that we can use on any type of surface (soft furnishing as well as all hard surfaces) so can be used throughout the hotel. All products should be effective if left on for less than 10 minutes but to be extra safe, leave on for 10 minutes.

Do not go behind the pass in the Kitchen at any time.

When delivering Room Service orders, wear a mask, knock on the door announcing Room Service but leave the tray on a luggage rack outside the door or place the bag on the door handle.

Remove luggage racks as soon as possible (so that guests do not put dirty trays on there). If you have the time, walk away from the door when the guest answers but return immediately after the door closes to remove the luggage rack.

Until further notice the £5 tray charge has temporarily been waived.

## Breakfast and Sunday Lunch

It is imperative that guests are directed to a table and advised of when to visit the buffet stations.

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## Weddings & Functions

Wedding Show Arounds and Client Meetings must be booked in advance and a Visitor Policy should be sent to them when arranging the appointment.

When meeting the visitor:

ensure that they have signed the Visitor Book and completed a Visitor Questionnaire

Do not shake their hands!

Maintain a 2 metres distance

Wear a visor yourself and provide them with a mask or visor if they are not already wearing one.

Respectfully remind them not to touch anything whilst viewing the hotel. Do not tour the bedrooms.

Do not leave the visitor unattended at any point during the show around.

Remember to log their departure in the Visitor Book when they leave.

## Spa

In line with the Welsh Assembly Government's guidance The Cliff Spa will open the Hydrotherapy Pool, Hot Tub and Gym from Monday 10th August 2020, and will continue to offer a broad, if somewhat restricted, range of treatments and therapies with some additional safety precautions and considerations.

Guests have been advised of the following:

Please do not travel to The Cliff Spa if you are displaying symptoms of Coronavirus. The main symptoms being high temperature, new and continuous cough or a loss or change to your sense of smell or taste.

Please observe Social Distancing, Hand Hygiene and Respiratory Hygiene measures at all times

All entry to The Cliff Spa (including complimentary use of the spa for hotel guests) is strictly by appointment only; please e-mail [reservations@cliffhotel.com](mailto:reservations@cliffhotel.com) to make a reservation.

Due to the very limited spa capacity because of social distancing measures, the complimentary use of the spa to Hotel residents is restricted to one hour and may not be available during your stay due to the volume of guests. Appointments are made on a first come first served basis.

Extended opening times have been introduced and until further notice the spa is open daily from 8am – 8pm with children under the age of 16 years old welcome only from 8-10am.

A protection screen has been erected at the Spa Reception to enable better social distancing.

Please arrive promptly at your appointment time and register at the Spa Reception. When registering, you will be asked a number of COVID-19 screening questions relating to your health and wellbeing on the day.

The Changing Rooms and Toilets are available for use although to conform with government guidelines, hotel residents are asked to change ready for spa use in their rooms while we kindly request that non-residents come as prepared as possible for their treatments to allow for minimal contact with other people in the changing rooms.

Many of the lockers in the changing rooms have been taken out of use in order to better maintain hygiene levels. We kindly ask clients who use a locker to sanitize after use by simply spraying with the bactericidal surface sanitiser supplied and leaving to air dry.

The Gym will be available for use by appointment only, for no longer than one hour at a time and for only one party at a time. As is our customary policy, we respectfully ask that users sanitize all equipment used after exercising.

Until further notice and in accordance with the Welsh Assembly Government guidelines, the Sauna and Steam Room remain closed as does the Relaxation Room.

Additional hand sanitizers have been installed around The Cliff Spa to enable increased hand hygiene where hand washing facilities are not available.

Staff are provided with Personal Protective Equipment such as face masks or visors, gloves and aprons and are expected to use them accordingly. Clients are welcome to wear PPE should you wish but it is not mandatory.

In accordance with government guidelines, certain treatments are currently not available, please refer to our new Treatment Menu for further information.

The start and end time for treatments have been staggered to avoid congestion in public areas making it easier to observe social distancing measures.

For further information regarding The Cliff Hotel & Spa's Covid-19 actions and provisions view our Covid-19 Guest Policy; Covid-19 Visitor Policy; Covid-19 Laundry Services Policy and Covid-19 Staff Policy.

Spa members are welcome to return but must follow the appointment procedure.

Refreshments continue to be available but signage and sanitising stations will advocate improved hygiene and social distancing considerations.

A limited capacity of a maximum of 5 parties can enter the spa area at one time, each party with a maximum of 2 people... so if one party is eg. 5 people, it will have to be considered as 3 parties (2 parties x 2 and 1 party x 1) so only 2 more party of up to 2 people can also enter at the same time.

On line pre-treatment forms are sent via a link in the confirmation e-mail so if email addresses are not taken for any reason they will need to be sent a form via post/ complete one on arrival. These links allow for the medical cards to be updated directly so it will improve efficiency! Please check that the Medical Card has been completed prior to a treatment by clicking on the appointment, go to the Client tab, Client Details on the bottom right, and choose Medical Tab.

Treatments are designed to be 50+ minutes long allowing 10 minutes for the treatment room to be turned around. All towels must be removed every time and dirty laundry is to be bagged in a closable laundry sack rather than thrown directly into a trolley. Place the laundry sacks in the designated Dirty Laundry Trolley to transport, when full, to the Dirty Laundry area of the hotel. Once a treatment room is stripped of linen, remove gloves and aprons and discard. (Remember to wash your hands thoroughly after removing PPE and before wearing new). Sanitize all contact points in the room with multipurpose sanitizer and leave the room, leaving the door open behind you to allow air to circulate.

Wherever possible, treatment rooms will be left for 1 hour before re-use with therapists alternating between two rooms during the course of their shift.

Overnight the Night Porters will fog the treatment rooms and changing rooms as a further hygiene safeguard.

Please ensure that single use items such as nail files are discarded after use and that multi use items, such as cuticle cutters are fully and correctly sanitized after use.

The Registration Form identifying hotel resident usage includes COVID-19 screening questions, and these questions must also be confirmed by the non-residents upon arrival.

The Treatment Room Toilet has been designated for Staff Use only.

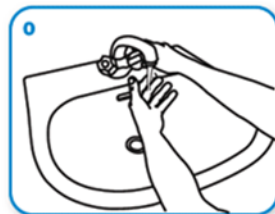
## Appendix A

### Hand Hygiene

One of the key control measures to prevent the spread of COVID-19 is good and regular handwashing procedures.

The following is guidance on how to wash hands correctly

1. Wet hands with running water.
2. Apply enough soap to cover wet hands.
3. Scrub all surfaces of the hands including the back of hands, between fingers and under nails for at least **20 seconds**. - The time it takes to sing happy birthday twice.
4. Rinse thoroughly with running water.
5. Dry hands with a single-use towel. - Ensure hands are thoroughly dry as wet hands can spread germs up to a 1000 quicker than a dry hand.



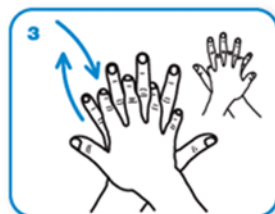
Wet hands with water



apply enough soap to cover all hand surfaces.



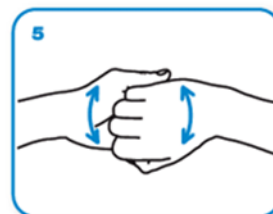
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



rotational rubbing of left thumb clasped in right palm and vice versa



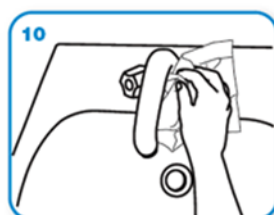
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



Rinse hands with water



dry thoroughly with a single use towel



use towel to turn off faucet



...and your hands are safe.

## **Hand Sanitisers**

If you are unable to wash your hands or do not have access to hand washing facilities then use a hand sanitiser to clean your hands, the sanitiser should contain at least **60% alcohol**. You should rub the sanitiser into your hands for **20 seconds** following the same procedure for hand washing to ensure full coverage.

## **When should you wash your hands**

Hands should be washed on a regular basis but especially:

- After coughing, sneezing or blowing your nose
- Before and after eating
- After using the toilet
- After handling rubbish
- After touching or handling money
- After touching high touch points (Such as entrance doorways & exits, kitchen taps, coffee machines, kettles, shared printers, etc)

## **Should I use warm water only to wash my hands?**

No you can use any temperature of water to wash your hands, cold and warm water both kill germs and viruses – as long as you use soap.

## **Washing hands of hand sanitizer?**

Handwashing with soap and water or using hand sanitizer, when done correctly are both highly effective at killing most germs and viruses. Hand sanitiser however will most likely be more convenient when around the workplace. Hands still need to be washed for at least 20 seconds using the correct hand washing methods mentioned in the 'Hand Hygiene' section.

## **Do I need to dry my hands?**

Absolutely as mentioned earlier on wet hands spread germs up to 1000 faster than dry hands. Best practice is to use disposable paper towels to dry hands in order to prevent spreading of germs however if they are not available then please ensure hands are dried, for example using hand dryers.

## Appendix B

### Respiratory Hygiene

To minimise the spreading of COVID-19 via respiratory droplets it is important staff practice good respiratory hygiene. All staff should use disposable tissues to cover the nose and mouth when sneezing, coughing, wiping or blowing of nose. These tissues disposed immediately in the nearest bin and hands washed for at least 20 seconds, the easiest way to remember this is by 'Catch it, Bin it, Kill it'.

If a tissue is not to hand then please sneeze into your elbow as this will catch the droplets and prevent them getting into your hands, immediately go and wash your elbow to prevent further transmission.



**CATCH IT. BIN IT. KILL IT.**

**Remember to wash your hands for 20 seconds**

## Appendix c

### 10 Step High-Touch, Deep Clean Areas in the Guest Room



#### Switches & Electronic Controls

1 Lights, lamps, switches and electronic controls.

#### Handles & Knobs

2 Doors, cupboards, drawers, furniture knobs and window handles.

#### Major Bathroom Surfaces

3 Toilet handles and seats, splash walls, shower controls, bath and sink taps.

4

#### Radiator Controls

5

#### Telephones, Remote Controls and Clocks

Handsets, dial pads and function buttons.

#### Bed & Bedding

6 All bed linens including duvet covers, pillowcases and sheets.

#### Bathroom Amenities

7 Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer.

8

#### Hard Surfaces

Tables, desks and bedside cabinets.

9

#### Closet Goods

Iron and board.

10

#### In-Room Food & Beverage

Cups, cutlery, glassware, refreshment caddy, fridge, kettle and coffee maker.