



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).

Before Returning to Work

Please complete the COVID-19 Awareness - for employees course to refresh your knowledge of the ever-changing information known about Coronavirus. Upon successfully completing the training, download the certificate and forward a copy to training@flatrockgroup.co.uk.

Please also re-familiarise yourself 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.

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

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.

Toilet and Washroom use

Use only the staff toilet 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.

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).

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 room 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.

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.

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/>

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.

Duty Managers

AM Shift

Conduct a floor walk at the beginning of your shift ensuring signage is accurate, sanitizer stations are full and screens, ropes and stanchions are correctly placed.

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

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

Ensure Room Service Breakfast Service is completed smoothly, and trays are left sanitized, prepped and ready to go again.

Prepare enough Breakfast and Dinner Room Service Order Forms for HKs to place under the door of every Stay and leave on the clipboards accordingly.

Ensure tomorrow's Breakfast orders are collected and organise into time order.

Collate hot breakfast orders and communicate with kitchen ready for the following morning.

Take clean crockery, cutlery, glasses to HKs on the floors as necessary.

Ensure Reception is ready for Check-in.

Collect the items left on the HK Trolley, logging the lost property onto the system and placing in the Lost Property Box, taking the keys to the Key Deposit Box and refreshment sachets to Reception.

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

Ensure all dinner pre-orders are collected from reception and processed through the till from 5pm.

Ensure tomorrow's Breakfast orders are collected and organise into time order.

Collate hot breakfast orders and communicate with kitchen ready for the following morning.

Check the sanitation of Staff toilet regularly throughout the shift.

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

Review rota for tomorrow morning - do we have enough / too many staff?

Ensure the doors are on one-way Exit only at 10pm.

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 and fog the staff room and back of house corridors.

Starting with the earliest orders prepare trays for Room Service Breakfast.

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.

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

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.

After posting the day's accommodation and ensuring that all Room Service 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) at 10pm.

Housekeeping

In General

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 RezControl 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.

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. It should be effective if left on for less than 10 minutes but to be extra safe, leave on for 10 minutes.

Guest Bedrooms

Do not enter bedrooms whilst the guest is there.

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.

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 must 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.

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.

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.

Food & Beverage - Room Service Only

General

The Carreg Bar & Restaurant is closed until further notice, as is the terrace and all lounges.

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.

Breakfast

Room Service is offered in 15 minutes slots during the usual Breakfast hours.

The menu will consist of continental items and a selection of hot Breakfast Rolls.

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

Breakfast will be pre-ordered. All items are to be taken to the room at the time specified on the pre-order sheet. The trays will be delivered by knocking on the door and waiting for the guest to answer. Place the tray on the luggage racks and step away. Remove luggage rack once guest has collected.

All Stays must have an additional order form on their breakfast tray, and they must order by 10am for the following day.

Dinner

Guests will pre-order any dinner they require before 5pm and will specify time.

Dinner room service shall be treated as normal in terms of set-up.

Guests do not need to sign their receipts.

When delivering place the tray on the luggage rack, knock on the door and step away.

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.

Weddings & Functions - Meetings

Until further notice, we are unable to cater for Weddings or Functions of any nature. Nor are we allowed to conduct venue tours and meetings. When guidelines allow, we will provide further information.

Spa

Until further notice, The Cliff Spa remains closed. When guidelines allow, we will provide further information regarding policies and procedures relating to the Spa, Gym and Treatments.

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.



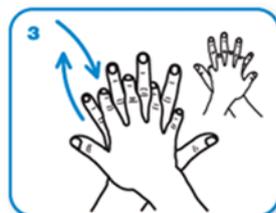
Wet hands with water



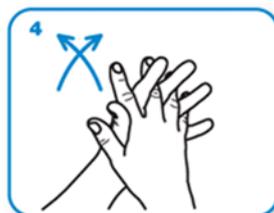
apply enough soap to cover all hand surfaces.



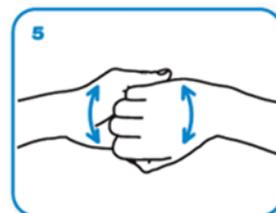
Rub hands palm to palm



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



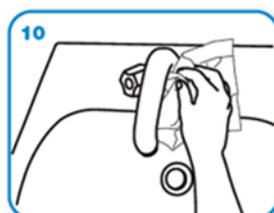
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



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?

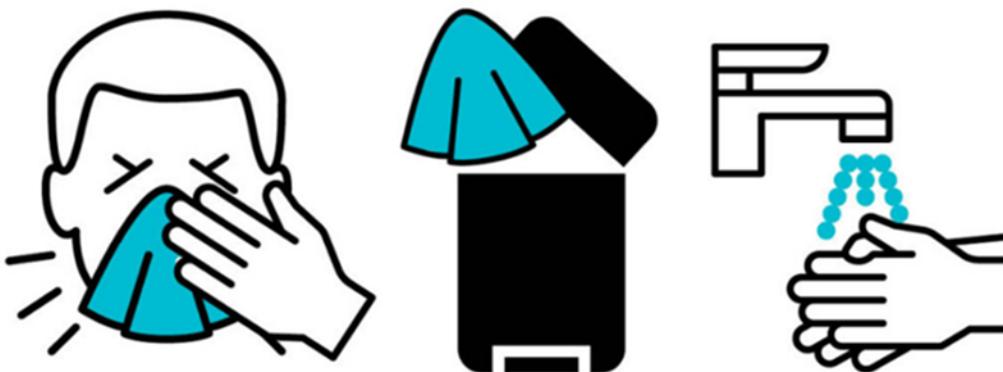
Absolutely as mentioned earlier on wet hands spread germs up to 1000 faster than dry hands. Best practice is to use disposable paper towels to dry hands in order to prevent spreading of germs however if they are not available then please ensure hands are dried, for example using hand dryers.

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.

Radiator Controls

- 4
- 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.

Hard Surfaces

- 8 Tables, desks and bedside cabinets.

Closet Goods

- 9 Iron and board.

In-Room Food & Beverage

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