

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 Gwbert Hotel & Flat Rock Bistro'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

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 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 612638 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 Main Doors. Do not approach the doors if you see another person there.

When the doors are clear, observing social distancing measures at all times, enter the building, sanitizing your hands at the station inside the door and enter Reception to clock-in.

Stow any personal items that you cannot leave in your vehicle or at home in the space provided.

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. This will be located where you clock-in.

Clock In using the usual eye machine and proceed to your usual workplace unless directed otherwise.

General Workplace Safety Measures and Procedures

Compulsory face coverings must be worn in all public areas.

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.

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. 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.

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.

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

Toilet and Washroom use

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 Management.

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 Gwbert Hotel & Flat Rock Bistro recommends that Housekeepers and Laundry staff who enter and handle uncleaned rooms and dirty laundry wear disposable face masks. We also recommend that staff who are preparing and delivering Room Service orders wear re-usable face masks. These will be provided to you at the start of your shift and re-useable ones are to be returned at the end of each shift for laundering, using the appropriate Laundry Bin in the new staff area.

With the erection of protective screens at Reception, it is not recommended that Receptionists wear face masks although you may do so should you choose.

It is recommended that other guest-facing staff such as Duty Managers wear visors when in the public areas of the hotel.

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

It is 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 Gwbert Hotel & Flat Rock Bistro recommends that Housekeepers 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 Management that you have come to the end of your shift by telephoning 202 from your work area.

Sanitize your hands and leave via the Main Door.

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 Gwbert Hotel & Flat Rock Bistro'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).

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 7 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

Ensure Declaration Forms for the correct number of staff due in this morning is ready at sign on the top of the safe, near the eye machine.

Review completed forms and file in the relevant folder behind Reception.

Print Housekeeper list for staff.

Turn glass washer on ensure enough racks for loading; wash and empty racks filled by HK throughout the day.

Ensure Breakfast and Lunch service is completed smoothly.

Ensure Chef leaves kitchen clean and tidy, prepared and ready to go again.

Ensure all Check Outs and invoicing has been completed problem free.

Ensure all staff are observing the Covid-19 policy

Ensure Reception is ready for Check In

Ensure Declaration Forms for the correct number of staff due in this evening is ready at sign in table near eye machine.

Ensure that all staff complete their duties before they leave.

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 all toilets regularly throughout the shift.

Ensure Declaration Forms for the correct number of staff due tonight and tomorrow morning is ready at sign in table near eye machine.

Review completed forms and file in the relevant folder behind Reception.

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

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

Process orders through the EPOS putting signed order sheet into guest folio.

Help to collect dirty Room Service Trays, strip and sanitize, wearing a disposable apron and mask.

Ensure room invoices are sent to all of tomorrow's departures

Ensure Breakfast orders are collected and communicated to the Night Porter for suitable preparation, totalling the Breakfast Rolls orders for Chef and sorting the order sheets in time order and floor plan order.

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 that have been out of the rooms for 72 hours ready for HK.

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 under the mirror in Reception.

Contractors and visitors must sign the Visitor's Book AND complete a Visitor Questionnaire. Ask them to stay in Reception until their contact arrives and do not offer refreshments!

In a contrast to our usual cancellation policy, guest stays up to and including the 2nd August 2020 may be cancelled up until 10am on the day of arrival and deposits will be held for 12 months for future use.

Process Check-Outs after 11:00am using HE-Secure.

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

Prepare keys (using the correct key card holders) along with correct version of in-room directory.

Check guests into the system once they have collected their welcome pack.

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.

Learn which area you're working for the shift at the Clock-In eye machine and go directly to that area.

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.

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.

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.

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:

- Shower caps are not to be placed in bedrooms

- Use only wrapped single use disposable water beakers in bathrooms

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

- Place a notice on the bin reminding guests not to place glass in bins

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

Wash and dry your hands before leaving every room

Public Areas, Corridors and Back of House

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 container of all cleaning materials and remember to sanitize all equipment used.

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.

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, a Chef is to leave the kitchen in a clean and tidy manner observing the usual closedown procedure.

Food & Beverage

The Flat Rock Bistro will reopen, if it is deemed safe to do so, on Friday, 31st July 2020 with drinks being served on the terrace from 11am onwards. Weather permitting, dinner will be served on the Terrace from 6pm on a first come, first served basis. On Saturday 1st August, again weather permitting, Lunch will be available on the Terrace from 12 - 2:30pm, Dinner from 6 - 9pm with terrace drinks served throughout the day.

The Terrace will be closed on Sunday, 2nd August but the Flat Rock Bistro will be open for reservations from Monday 3rd of August 2020.

Guests have been advised of the following:

General

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.

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

Single use menus will be in operation to avoid cross contamination. Place mats, settings and condiments have also been removed from tables with cutlery rolls offered instead.

For track and trace purposes, non-residents are required to register upon arrival by completing a simple form.

Orders will be taken at the table only to avoid congestion at the bar and guests dining on the terrace will be required to pay as the order.

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

We are happy to announce that The Gwbert Hotel & Flat Rock Bistro is taking part in the Eat Out to Help Out Scheme which runs all day every Monday, Tuesday and Wednesday throughout August. Diners can get 50% off food and non-alcoholic drinks, up to £10 per diner. Please note however that this does not apply to packages such as Dinner, Bed & Breakfast Accommodation packages.

Breakfast

Served Monday – Friday from 7:30 – 9:30am and 8 – 10am Saturday, Sunday and Bank Holidays.

Upon arrival you will be allocated a table and called to the Continental Buffet Station in turn.

Hot drinks and cooked breakfast items will be served to your table.

Lunch

Our Lunch Menu from Monday to Saturday offers a range of dining options from light bites to more substantial meals.

Sunday the 9th August will see the re-introduction of our Sunday Lunch Menu which will offer traditional Sunday Roast Meals as well as a selection of other options.

Reservations are essential to avoid disappointment.

Dinner

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

Reservations are essential to avoid disappointment.

Guests staying on a Dinner, Bed & Breakfast package have a £20 allowance towards starter and main course; desserts and coffee are included in the package.

Room Service

Dining in your room is offered as an alternative to the dining area between the hours of 6 – 8:30pm.

A £5 tray charge is levied upon all Room Service orders.

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 please leave your tray outside your bedroom door

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

Bartenders

Wear a visor or facemask when behind the bar serving guests.

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 Visitor Checklist correctly

Process their order and advise them on which table to sit, marking it off on the floor plan to be able to know when all tables are full. Update floorplan as tables turn.

Prepare the drinks order and place on a sanitized tray

Hosts

Wear a visor or face mask when at the podium.

The podium will be situated at the main Restaurant doors in order to manage guest flow and co-ordinate seating.

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

Ensure that non-residents complete a registration form for track and trace purposes.

Servers/Runners

Wear a visor or face mask when serving food and drinks.

Know the table numbers and where to go with orders – (take a note of guest name as well in case they have moved).

Take cutlery rollups and condiment sachets out with the drinks order, leaving on the edge of the table.

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.

Once table is sanitised, alert bartended that the table is available for re-seating.

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 eg. Monday's collection will get sorted and reused on Friday).

Room Service

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 and Sunday Lunch

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

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.



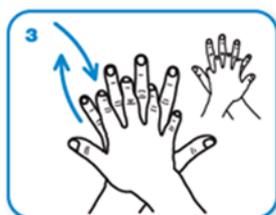
Wet hands with water



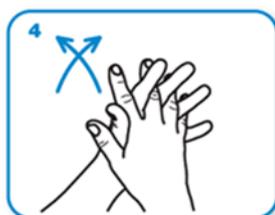
apply enough soap to cover all hand surfaces.



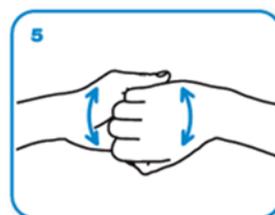
Rub hands palm to palm



right palm over left dorsum with interlaced fingers and vice versa



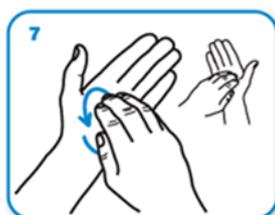
palm to palm with fingers interlaced



backs of fingers to opposing palms with fingers interlocked



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



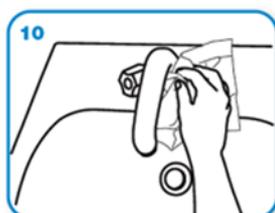
rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa.



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.