

MANAGING COVID19

COVID19 IN ROOM QUARANTINE PROCEDURES

(shared by the Turks and Caicos Hotel and Tourism Association)

GUESTS WILL NEED

- Supply of linen for 5-14 days
- Disposable cups, plates, forks etc.
- Garbage bags
- Amenities (soaps, shampoo, lotion)
- PPE (masks, gloves, gowns)
- Thermometers
- Cleaning supplies - (mops, rags, chemicals) **no housekeeping service should be provided.**

RESORTS WILL NEED

- Bags for collecting linen
- Trays for placing food items
- PPE (gloves, masks, gowns, goggles)

ROOM ACCESS

- Team members will not be given access to rooms and these rooms should be coded as CODE C ROOMS (similar to the GE process)
- Only Medical personnel would be allowed to interact with the guests and they should be fitted with FULL PPE

GUEST MONITORING

- During quarantine guests will be monitored by Public Health Nurse or may be given a thermometer to check their temperatures
- Guests will keep in touch with GM/ HM and EHS Manager

FEEDING OF GUESTS

- Guests will receive meals from the restaurant or room service in disposable containers and disposable utensils will also be provided which will be placed in a tray outside of the room for collection

COLLECTION OF TRAYS

- Trays will be collected by placing in a table outside the room
- A table should be set up in entrance of room or outside door. This is to facilitate the transfer of food or other items. Limit any accidental contact with guest
- FULL PPE needs to be worn when collecting trays and linen from guest rooms
- FULL PPE includes gowns, masks, goggles should be worn when collecting these items
- When clearing all staff should wear gloves and dispose of them immediately after.

WASHING OF TRAYS

- Trays need to be washed and sanitized in hot water with a temperature of 150 F or above
- Dishwasher temperatures should be maintained at 150 F wash and 180 F final rinse

CLEANING OF ROOMS – INTERNAL STAFF OR CONTRACTOR PROCEDURES

The following measures are to be followed to ensure guest rooms are properly cleaned to avoid future illnesses with new guests and staff. Treat all areas of rooms with known ill guests as if they are contaminated with a highly infectious organism.

The Ministry of Health should be contacted for guidance when guests check out of the room

Once the ill guest has checked out, treat the room as a “Code C room” and deep clean to ensure any contamination has been removed.

In the event that the resort team has to clean the room the following will take place:

- A specially trained cleaning team known as the Code C team should be assigned these cleaning / sanitizing task. Team will be trained with the assistance of Ecolab/EHS manager
- ALL required PPE (Personal Protective Equipment) should be issued ahead of time
- The team should wear protective clothing/equipment (PPE) including a disposable mask, gloves, and plastic disposable aprons to affected room/s
- All necessary cleaning equipment and supplies are to be taken to the room at one time. Once the team enters the room, they do not leave until all the work is completed
- Once the room is vacated, open doors and windows, air mattresses and soft furnishings in sunlight
- Examine the mattresses for faeces or vomit
- Mattresses that have not been soiled should be thoroughly aired in the sun /sanitized for a few hours
- Soiled mattresses should be removed for professional deep, steam cleaning, or may be discarded
- Soft furnishings should be removed for appropriate sanitization/disinfection or may be discard
- Discard all disposable products (e.g. plates, cups, toilet paper, facial tissues, amenities, etc) in a garbage bags (**double the bag**) identified as **Code C**

- Dirty dishes (if not disposables) are to be removed and taken directly to the kitchen area for handling and disposal.
- All utensils/ wares in room touched or untouched must be removed washed and sanitized (follow sanitization policy / procedure)
- Remove all towels, linens, pillows, bedspread, and blankets, and place carefully in separate laundry. Dirty linens and towels are to be **double** bagged and taken directly to the laundry. Using water soluble bags such as plastic garbage bags
- Dirty linen bags should be tagged **Code C** by way of signage or ribbon for the bags. The signage used should be clearly communicated to all teams
- Drapes should be removed and **double** bagged for laundry or steam cleaning. Tagged **Code C**
- Linen in affected rooms will be discarded.
- Fixtures and fittings in toilet areas should be cleaned with the approved chemical and hot water using a disposable cloth
- All areas of the room are to be cleaned and sanitized. Special attention should be focused on frequently touched items such as door knobs, door handles, room number signs, doorbells, light switches, telephones, remote controls, walls, ceilings, skirting boards, crown mouldings, floor tiles, shower tiles, counter tops garbage bins etc....
- Use an aerosol or fogging device to sanitize/disinfect all surfaces in the room.
- Contaminated hard surfaces should be washed with detergent and hot water, using a disposable cloth and then disinfected
- Do not vacuum the room (vacuuming creates aerosols that may contain bacteria or viruses that can cause illness)
- Carpets should be cleaned in a three step process:
 1. carpets must be cleaned with carpet detergent and hot water
 2. carpets must be disinfected by applying an appropriate disinfectant
 3. carpets should be cleaned using a steam cleaner which reaches a minimum temperature of 71°C unless the floor coverings are not heat tolerant. Steam cleaned @ 71°C for 5 minutes or 100°C for 1 minute (for complete inactivation)
- Ensure an adequate supply of clean towels, toilet paper and soap
- Cleaning cloths should be disposed of as biohazardous waste
- Mop heads should be discarded after use

Cleaning of Public Areas during Outbreak: Ensure the use of approved chemicals.

- Public restrooms must be cleaned minimum every **20 minutes/as needed** during an outbreak including touch surfaces using approved disinfectant/chemicals and disposable cloths.
- All high touch areas including taps, door handles and toilet or bath rails, telephones, banisters to stairs/passageways and rails to balconies should be cleaned **EVERY HOUR ON THE HOUR** with the approved chemical using separate disposable cloths for each area
- Sanitize the interior and exterior of all elevators
- Wipe and Sanitize all chairs and Hand rails along corridors
- Wipe and Sanitize all Back landing rails on both sides
- Wipe and Sanitize all Emergency phones, Furniture and Wall arts along all corridors
- Wipe and Sanitize all Offices/ Lounges walls, doors, furniture, cushions, seats and fixtures
- The Nurse's station wait area doors and seats must be wiped and sanitized
- Wipe and sanitize all Offices/ Lounges walls, doors, furniture, cushions, seats and fixtures, accent pieces....
- The Nurse's station wait area doors and seats must be wiped and sanitized
- Sanitize Ballroom/ Board rooms and restrooms door handles and fixtures
- Wipe and Sanitize all Ice machines / Caddies on all Room floors and Public areas
- Wipe and Sanitize all door handles and handrails in all Public Spaces (Guest & Team Members)
- Wipe and Sanitize all Pool and Beach chairs, Chaise lounges, Hammocks, Love Seats, tables' general seating areas throughout the resort.

DIRTY LINEN PROCEDURES – LAUNDRY

The following measures are to be followed to prevent staff illness during laundry operations, and to ensure laundry is clean and safe for future guests.

- All dirty linen received are being done in the Sorting Area
- All sorting must be done by sorters wearing latex disposable gloves
- For Central laundries, all gloves must be discarded at the end of sorting every property.
- At the end of every sorting session, all containers transporting the dirty linen must be either disposed of (plastic bags) or properly cleaned and sanitized (carts/trucks).
- For Central laundries, the trucks, after they are unloaded, must be swept clean and sanitized before going to the clean pickup area

- Staff should wear appropriate protective clothing such as latex gloves, disposable mask, and plastic disposable aprons. Ensure gloves are worn when loading washers
- Visibly soiled laundry should be washed in water soluble bags, don't open the bags.
- Heavily soiled laundry should be discarded rather than cleaned.
- Extensively soiled laundry should be discarded during clean-up process of the affected room
- Staff should never shake out soiled laundry before it has been cleaned
- Dedicate one machine clearly for washing of soiled laundry
- Linen must be washed using the proper formulas with correct wash temperatures for the wash and bleach steps (130 to 150 degrees Fahrenheit)
- Record temperatures on the Wash Record Sheets during the wash and bleach steps.
- The minimum wash temperature for laundry is 74°C (165°F).
- Clean and sanitize the front loading area of the machine frequently.
- Clearly label laundry bins. Ensure dirty laundry is stored in labelled dirty laundry bins only.
- Dirty laundry bins must be cleaned with detergent and sanitized with a sanitizing agent (Virkon/ Virocid) when emptied.
- Staff must wash hands frequently and especially after handling any dirty laundry. Hands are must be washed properly (wash hands with soap for 10 to 20 seconds) and sanitized before handling the clean linen. This includes the truck drivers and assistants.
- Ensure that your hand sanitizer stations are never empty. Ensure Ecolab provides enough so you will always have reserve.

(MOH) IF YOU HAVE A QUARANTINED PERSON IN HOTEL THE FOLLOWING STEPS ARE RECOMMENDED:

- Guest must be confined to room at all times
- No staff should enter room
- Mask should be given to guest and be worn by guest when making any contact with staff
- A table should be set up in entrance of room or outside door. This is to facilitate the transfer of food or other items.
- Limit any accidental contact with guest.
- Disposables should be used at all times or assigned items (specifically assigned crockery, glasses and silverware) when serving food.
- When clearing all staff should wear gloves and dispose of them immediately after.
- Cleaning supplies should be given to guests(mops, rags, chemicals) **no housekeeping service should be provided.**

- All dirty linen should be placed in a separate labelled **double bag**
- Room should be as isolated as possible, no shared balconies etc.
- **From the MOH task force:**
 - If the guest meets the case profile, (high temperature, malaise etc) then they need to be placed in immediate isolation. Preferably in a space close to the nurse's station. So a room nearby would suffice. **MOH** is notified to remove the guest. Concurrently the public area where the guest interacted including the nurse's station is sterilized.

Buffet Operations at resorts that present COVID19 suspected cases

- Staff should keep their hands clean and sanitized
- Staff must hand out all plates and cutlery, napkins, cups and condiments.
- During non-service hours to the buffet remove all serving line plates, cups, cutlery, napkins and trays to prevent potential contamination.
- Sanitizer should be provided at the buffet station or nearby for easy access by guests
- Buffet staff should be trained to clean and sanitize as often as possible
- Gloves should not be used as a utensil. Tongs and faucet must be used.

GENERAL POINTS

- Establish a competent "Outbreak Management Response Team" to monitor and enforce all Control Measures
- Ensure effective communication by keeping both guests and Team Members informed.
- Do not transfer guests to other resorts
- All ill guests must be quarantined in their rooms
- Medical Assistance must be provided for ill guests in their rooms
- Meals must be provided and delivered to ill guests in their rooms
- Team Members delivering meals must wear protective gears
- All Ice Machines must be closely monitored and sanitizing solution for ice scoops must be available.
- Deep clean all Common Areas with approved Environmental Chemical.
- Cleaning frequency must be increased in all Public Areas/ Guest & Team Members.
- Steam Clean all Soft Furnishings.