



# **Interim COVID-19 Health Guidelines for Hospitality: Hotels and Guesthouses**





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# Regional Proactive Tourism Measures for COVID-19

## CARPHA, CHTA, CTO, GTRCMC



Real time monitoring of illnesses via confidential early warning and response web-based system, Tourism Health Information System (THiS) [this.carpha.org](http://this.carpha.org)



COVID-specific CLEAN operational checklist (<https://www.sgclean.gov.sg/>)



Training and capacity building (especially frontline staff)



Joint and enhanced relevant community engagement and public health (multisector) message



Advance food safety and hygiene certification



Hospitality Health, Hygiene, food safety and environmental sanitation standards



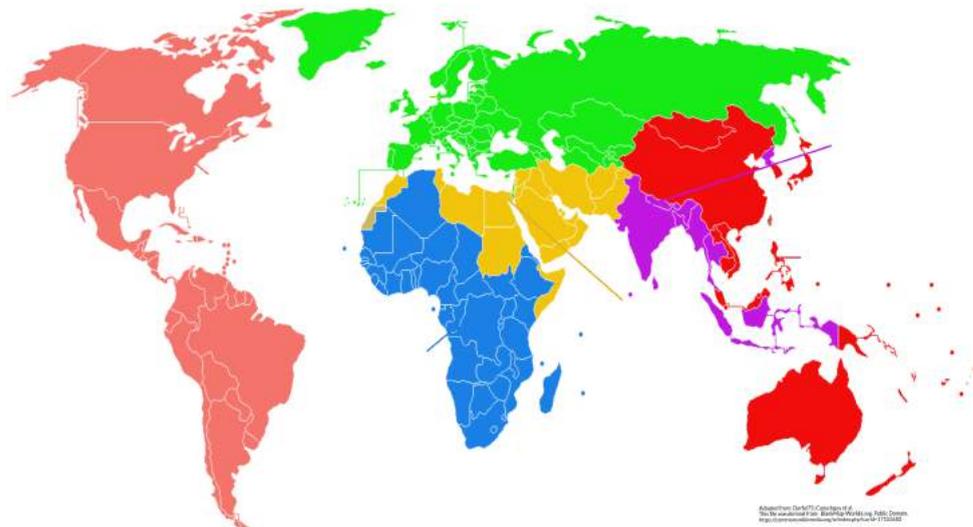
Voluntary self-reporting of illness (including Coronavirus) via THiS or COVID-19 App



Caribbean Travel Health Assurance Stamp for healthier safer facility

# Background

On 11 March 2020, the Director-General of the World Health Organization (WHO) declared the outbreak of a novel coronavirus, COVID-19 as a pandemic. The majority of Caribbean countries have reported at least one confirmed case of COVID-19. CARPHA has assessed the risk of continued transmission in and to the Caribbean Region as Very High. The aim for all countries now, is to stop transmission and prevent the spread of the virus. Most countries in the region have implemented significant and effective measures in this regard. Border closures, implementation of social distancing norms, and the restriction of movement to essential personnel have helped to slow the spread of the virus. Notwithstanding, CARPHA urges continued efforts which will keep the region safe. Accommodation services like hotels and guesthouses will play an important, ongoing role in preventing further spread of the virus.



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*"This guidance document provides information on the COVID-19 for preparing to reopen, guest houses, and other accommodation services in the Caribbean. It should be read in conjunction with relevant national regulations, and policies."*

# About COVID-19

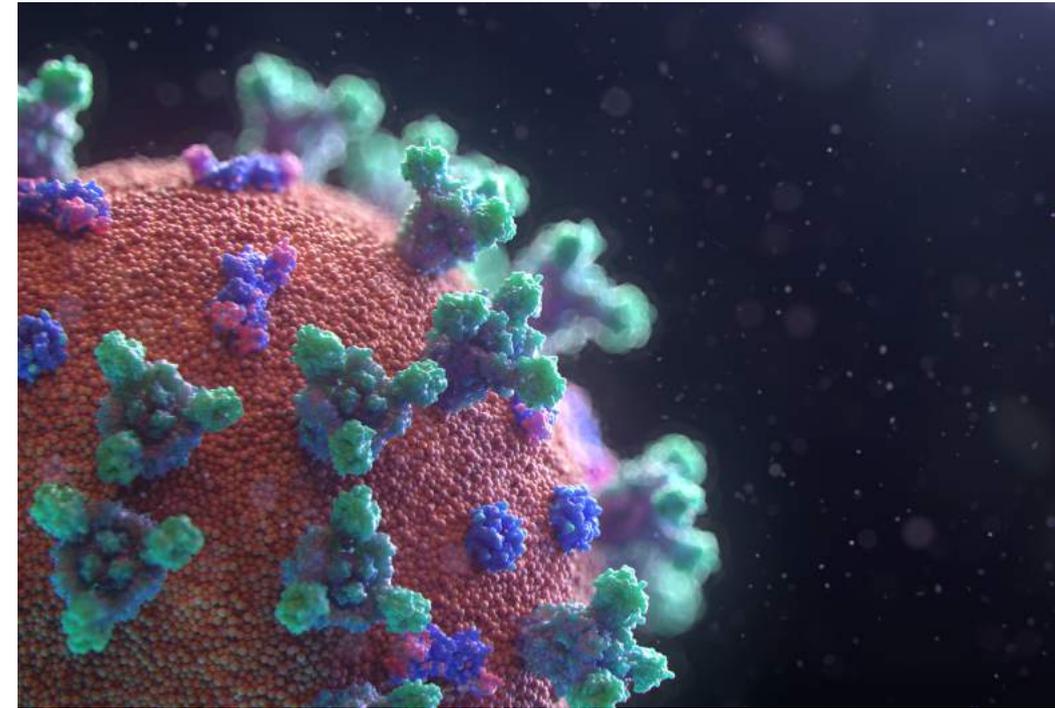
## ***What is COVID-19***

The virus belongs in the same family of coronaviruses as Severe Acute Respiratory Syndrome (SARS), 2002/03 outbreak (Reuters, CDC) and Middle East Respiratory Syndrome (MERS-CoV), 2012 outbreak. This 2019 virus is a new strain of coronavirus that has not been previously identified in humans. The cases in the Wuhan pneumonia outbreak have tested negative for both SARS and MERS-CoV.

## **How is it transmitted?**

The virus can be spread by individuals from 2 days before and until 14 days after the onset of symptoms.[3] Precautions must therefore be taken to prevent human-to-human transmission of the disease. Currently, COVID-19 has been shown to spread by:

- Large respiratory droplets often produced by coughing or sneezing which land on a person or surface and transferred to the mouth or nose
- Direct or indirect contact with infected secretions
- Body fluids (e.g., blood, sweat, saliva, sputum, nasal mucus, vomit, urine, or diarrhea)
- The COVID-19 virus **may** be spread by individuals that exhibit no symptoms
- **There is no evidence that COVID-19 is spread by water, mosquitoes, or food.**



## **How long can COVID-19 last on different surfaces?**

Current research shows in laboratory conditions the COVID-19 virus could last for 24 hours on cardboard, 2 days on wood and cloth, 4 days on banknotes and glass, and up to 7 days on stainless steel and plastic. While the virus may be stable for some time on different surfaces, it is easily killed and removed by routine cleaning and disinfection practices.

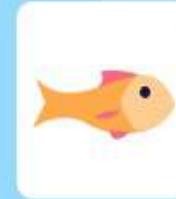
# COVID-19

2019 Novel Coronavirus

## TRANSMISSION



CONTAMINATED  
OBJECTS



ANIMAL  
CONTACT



HUMAN  
CONTACT

## SYMPTOMS

FATIGUE



FEVER

SHORTNESS  
OF BREATH

DRY COUGH

## PREVENTION



Wear a face  
mask



Cover mouth and  
nose when coughing



Wash your hands  
frequently



Seek medical attention  
if symptoms appear



Avoid contact with  
animals



Avoid public and  
crowded places

# IMPORTANT DEFINITIONS



## Imported Cases

- Exposed to COVID-19 abroad
- Developed symptoms in home country
- Tested positive for COVID-19

E.g. Husband returning from a conference abroad



## Local Spread/ Secondary Cases

- No travel history
- Exposed to imported case
- Developed symptoms and tested positive for COVID-19
- Able to identify source of, or link to infection

E.g. Wife of the man who attended the conference abroad



## Community Spread

- Persons in the community developed symptoms and tested positive
- No travel history or contact with an imported case or confirmed COVID-19 case
- Source of, or link to infection is unknown

# TRANSMISSION OF COVID-19

1 Transfers from **person to person** via tiny droplets from the nose or mouth

2 Spreads when a person with COVID-19 coughs or sneezes



3 Also spreads via **contact**

4 Touching surfaces, such as desks and door handles where the tiny droplets from an infected person have fallen

# CLINICAL PRESENTATION

\*Based on patients in the United States of America

## Most Common:



**Fever**  
(temperature > 37.5 °C)



**Shortness of breath**



**Fatigue**



**Cough**  
(both dry and productive)



**Muscle pain**

## Atypical:

Older adults and persons with medical conditions may have **delayed** presentation of fever and respiratory symptoms.



Diarrhoea and nausea may be experienced before developing fever and other symptoms.



Loss of smell and an altered sense of taste have been reported.

## Illness Severity

### MILD to MODERATE:

Patients present with mild symptoms up to mild pneumonia.

### SEVERE:

Patients have severe difficulty breathing, low oxygen levels and >50% lung involvement on imaging.

### CRITICAL:

Patients can have respiratory failure, shock and multi-organ system dysfunction.

Mild to Moderate (81%)

Severe (14%)

Critical (5%)

# General Health Guidelines

Ensure the following:

## **Temperature Screening**

The temperature of guests and staff should be taken upon entering the facility. Anyone with a temperature over 38°C /100.4°F should be taken to a private room for medical review



## **Hand Sanitizer**

Hand sanitizer dispensers, touchless whenever possible, should be placed at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas. Increasing the numbers of hand wash stations in public spaces can also be effective.



## **Front of the House Signage**

There should be health and hygiene reminders throughout the property including the proper way to wear, handle and dispose of masks and face coverings; proper hand hygiene procedures.

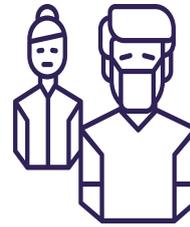


The health and safety of your employees and guests should be your number 1 priority



## **Social Distancing**

Guests should be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, waiting for elevators or moving around the property.



## **Face Coverings**

Employees and guests are required to wear appropriate masks or face coverings. Employee face coverings will be provided by the resort; guests should source their own.



## **Back of the House Signage**

Signage should be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their face





# Transportation

For establishments that have designated guest transportation services you can take steps to ensure the safety of your guests and staff.

- All persons in the vehicle should continue to wear a mask at all times.
- Have passengers perform hand hygiene before entering the vehicle.
- Traveling groups should not mix. If the vehicle is not large enough to maintain 2 metres (6 feet) between groups, the groups should be transported separately.
- Follow your country's guidelines on the maximum capacity for the vehicle. Many are saying 50% capacity.
- Consider installing a sneeze guard / impermeable barrier between the front seat and the passenger area.
- The interior of the vehicle should be sanitized after the patrons exit the vehicle and before another group of patrons enter the vehicle.

Additionally, high touch exterior surfaces should be sanitized.

- Seats
- Steering wheel and driver controls
- Arm rests
- Door handles
- Seat belt buckles
- Light and air controls
- Doors and windows
- Grab handles
- Tablets or touch screens

- Clean with detergent or soap and water if the surfaces are visibly dirty, prior to disinfectant application.
- Wear gloves and a mask during cleaning. Perform good hand hygiene before and after cleaning.



# The Guest Experience



## ARRIVAL

- Visitors should be screened for temperature and then asked to use hand sanitizer and wear a mask or face covering where appropriate.
- Appropriate signage should be prominently displayed outlining proper face covering usage and current physical distancing practices in use.
- Employees should not open the doors of cars or taxis



## GUEST ELEVATORS

- An employee should be present to disinfect the button panels at regular intervals, at least once per hour.
- Signage should be posted to explain the current procedures.
- No more than four guests should be permitted per elevator at a time.



## GUEST ROOMS

- Guests should be assigned a room that has been thoroughly cleaned, disinfected.
- Some proof of disinfection should be visible on the door (sticker, card, etc).
- Sanitizer should be provided in each room for guests to use.

# Employee Health & Personal Hygiene



## Hand Cleaning

Wash your hands regularly with plain soap and water for at least 20 seconds or use alcohol based hand sanitizer with at least 60% alcohol content.

## Training

All employees should receive COVID-19 safety and facility sanitation protocols training, with more comprehensive training, for employees with frequent guest contact including Housekeeping, Food & Beverage, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering



## Personal Protective Equipment (PPE)

Appropriate PPE should be worn by employees. PPE, along with appropriate training for use and disposal, should be made available to any employee upon request

## Stay At Home If Ill

Employees exhibiting symptoms of COVID-19 should remain or return home.



Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the virus.

## COVID-19 Coronavirus Disease



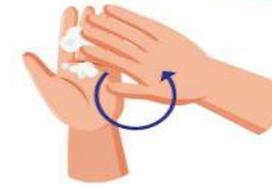
### How to hand wash with soap and water



1. Wet hands with water



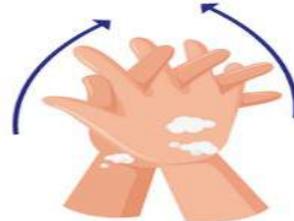
2. Apply enough soap to cover all hand surfaces



3. Rub hands palm to palm



4. Right palm over left dorsum with interlaced fingers and vice versa



5. Palm to palm with fingers interlaced



6. Backs of fingers to opposing palms with fingers interlocked



7. Rotational rubbing of left thumb clasped in right palm and vice versa



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



9. Rinse with water



10. Dry thoroughly with single use towel



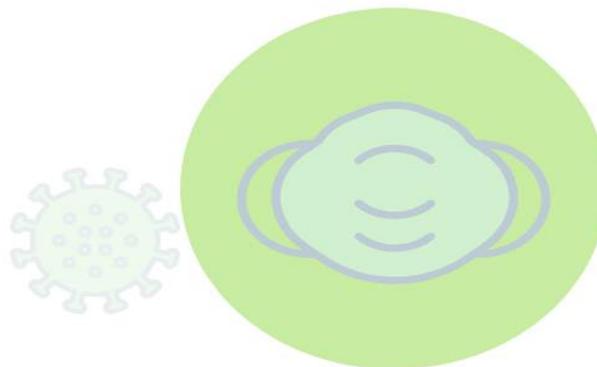
11. Use towel to take off faucet

# Face Coverings



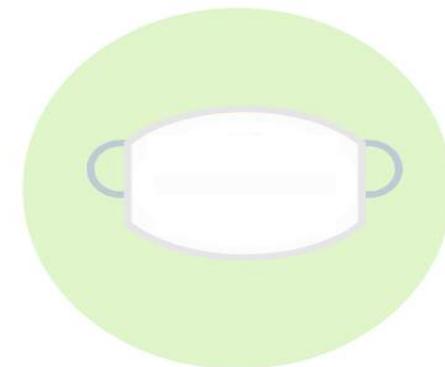
## Medical face masks

- Also known as surgical or procedure face masks
- Disposable, flexible barrier device
- Cleared by the FDA
- Used in the hospital setting or by healthcare workers
- Protects the wearer from large droplets, splashes and sprays
- Controls the spread of droplets from the person wearing the face mask; protects others nearby



## Respirators

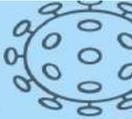
- Also known as filtering face pieces
- Can have various types
- Tight-fitting, tougher device that should be fit checked
- Cleared by the NIOSH and FDA
- Used by healthcare workers, especially during aerosol generating procedures or in high risk areas (e.g. ICU)
- Protects the wearer from solid and liquid aerosols (tiny particles)



## Non-medical face masks

- Also known as 'cloth' masks or 'community' masks
- Can include many types of self-made/do-it-yourself or commercial masks
- Usually made from cloth, other textiles or materials
- Not approved by regulatory bodies
- Should not be used in the hospital setting or by healthcare workers
- Effects are not proven but may protect both the wearer of the mask and others nearby

# Face Coverings



## HOW TO PUT ON, USE AND TAKE OFF A FACE MASK

### Coronavirus (COVID-19)

 <p>Perform hand hygiene using either soap and water or an alcohol-based hand rub.</p> <p><b>This must be done before putting on the face mask and after removing it.</b></p>	 <p>Hold the face mask by the straps <b>ONLY</b>. Place loops over each ear. Do not touch the inside of the mask.</p> <p><b>Make sure the mask completely covers your nose and mouth.</b></p>	 <p>The face mask should fit from the bridge of your nose down til your chin.</p> <p><b>Make sure that there are no gaps between your face and the mask.</b></p>	 <p>Only wear the mask for tasks/activities which require its use.</p> <p><b>Do not touch your face or your mask. If you touch your mask accidentally, perform hand hygiene.</b></p>
 <p>Hold the face mask by the straps and remove the mask by pulling it away from your face.</p> <p><b>Do not touch the front of the mask.</b></p>	 <p>For a <b>single-use mask</b>, carefully dispose of the mask by placing it into a closed bin.</p> <p><b>Do not reuse a single use mask. Perform hand hygiene after removing the face mask.</b></p>	 <p>After using a <b>cloth mask</b>, place it in a resealable plastic bag.</p> <p><b>Perform hand hygiene after removing the face mask.</b></p>	 <p>Wash cloth masks immediately after use with detergent at 60 °C.</p> <p><b>Keep clean cloth masks in one bag and used ones in another bag.</b></p>

[www.carpha.org](http://www.carpha.org)

# Definition of Common Cleaning Terms

There are **three levels** of cleaning.

Each is important to ensure the **health and safety** of guests and staff.

## CLEANING

- Removes the dirt and debris from a surface
- Involves soaps and detergents
- Removes germs like bacteria or viruses but does not necessarily kill them

## SANITISING

- Kills a high percentage (99%) of germs that are on a surface
- Can be done by heat or chemicals
- May not eliminate all the presence of bacteria, viruses and mould and does not prevent growth

## DISINFECTING

- Kills a higher percentage (99.99%) of germs on a surface
- Done with a chemical and requires a certain amount of contact time
- Items that will contact food or be used in the mouth must be rinsed after disinfecting

# The Cleaning Process

## THE CLEANING PROCESS



Routine detergents and disinfectants are sufficient to remove and kill COVID-19.



★ Always follow the instructions on the cleaning agents for how to dilute and apply to different surfaces.

1



Start by cleaning the surface of any dirt or visible soiling.

- ▶ Use a clean cloth or sponge
- ▶ Use warm or hot water
- ▶ Use an appropriate soap or detergent for the surface

2



Make sure to change the water and cloth or sponge frequently.

- ▶ Remember to disinfect the sponge or cloth before reuse

3



After cleaning the surface, or if not visibly soiled, it can be sanitised or disinfected.

- ▶ Bleach (sodium hypochlorite) should be diluted to 0.1% and in contact with surfaces for 10 minutes
- ▶ Alcohol used should be at least 70% and should be allowed to dry on the surface to be effective

# What Should be Sanitized or Disinfected



All routine cleaning and sanitization and disinfection protocols must continue to be followed. In addition, high-touch surfaces should be cleaned and disinfected regularly and as soon as they are soiled. In common use areas, a cleaning schedule should be developed that includes considerations for cleaning between every use or on a frequent schedule. Cleaning staff should sign to indicate the time the area has been cleaned. Some high-touch surfaces are:

- ✓ Sinks
- ✓ Remote Controls
- ✓ Elevator Button
- ✓ Staff & Guest PCs
- ✓ Faucets
- ✓ Handles and knobs
- ✓ Elevator Buttons
- ✓ Telephones
- ✓ Food Preparation Surfaces
- ✓ Windows and coverings
- ✓ Countertops and tabletops
- ✓ Heating or AC control panels

# Food Safety - Receiving and Storage



Conveyances and vehicles that deliver food and other goods must be clean and meet food safety standards.



Delivery personnel must be appropriately attired in clean clothing and use appropriate PPE, such as disposable gloves and face mask where indicated



Delivery and receiving personnel must practice hand hygiene and cough etiquette.



Remove products from external containers or packaging before storage. Where this is not possible or practical, clean and sanitize food packages and containers as appropriate prior to storage.



Ensure temperature controls and cold chain are maintained.

# Food Safety - Food Preparation



Limit the number of staff in a food preparation area at any one time



Space out workstations to keep workers at least 2 metres (6 feet) apart. Workers should practice social distancing while working as much as possible. This may require reduction in the speed of production lines.



Workstations should be cleaned and sanitized at the beginning of the shift and regularly through out the day and after any event that causes the station to be soiled or presents the opportunity for viruses or bacteria to be transferred to the working surfaces.



All employees should wash hands properly before handling any food or equipment used in food preparation. Hand washing should be done at the beginning of the shift, after restroom or eating breaks, after cleaning activities, and any time the hands become soiled.



Personal Protective Equipment (PPE) should be worn as normal during food preparation and cleaning activities. Gloves, hairnets, and masks should be changed frequently and any time they become soiled. No special PPE is recommended at this time.

# Food Safety - Food Services

- Limit the number of customers in the building. Aim to maintain an average density of 4m<sup>2</sup> per person
- Encourage customers to use take out services rather than dine-in. Consider the use of phone or internet-based ordering and curb-side delivery when possible.
- Encourage diners to register or keep a record of dine-in customers to enable contact tracing in the event of outbreaks
- Instruct patrons that feel sick or appear sick that they should not enter the building. If possible, have the food brought out to them rather than entering the store.
- Provide handwashing stations at all entrances and ensure that each person entering the building use it properly. If a handwashing station cannot be installed, provide alcohol-based hand sanitizer and ensure adequate handwashing facilities are provided in the restrooms.
- Provide verbal instructions to customers and staff at the start of each dining session on the need to maintain a safe distance and for hygiene practices.

# Food Safety - Food Services

- Place appropriate signs in areas that can be easily seen by patrons and staff, with information explaining physical distancing measures and to reinforce good hand hygiene and cough etiquette
- In areas where customers form lines, place marks on the floor to help them comply with staying a safe distance.
- Install Sneeze guards on buffets to protect food displays from customers
- Appoint staff to monitor food displays on buffet lines and to guide customers
- Replace buffet serving implements frequently with clean ones
- Frequently clean and wipe high-touch surfaces with sanitizing solution
- Conduct temperature monitoring of foods and follow food safety measures and protocols
- Report incidents and accidents

# Food Safety - Room Service



Wear appropriate PPE – face mask and gloves



Display proper identification at all times



Have a system of contactless delivery – staff can knock the door and wait for an answer then leave the product at the door to be picked up right away.



Provide plastic bags for used utensils to be placed in for pick up by housekeeping staff



Staff responsible for collecting used utensils from rooms must take precautions to protect themselves from exposure



Guests should be asked to place used item outside their door for pick up at a certain time



# Food Safety



## Cleaning

- Use routine cleaning and sanitization for all surfaces.
- Practice routine hand cleaning and cleaning of all work surfaces
- Sanitize all food packaging after delivery
- Avoid repurposing of packaging from food and equipment.



## Food Handling

- The COVID-19 virus is not a food borne virus. However, food and it's packaging could allow the virus to land and survive for some time.
- Wash all ingredients under running water followed by sanitizing before use
- Cook all foods, especially meats thoroughly



## Staff

- (PPE) should be worn as normal during food preparation and cleaning activities. Gloves, hairnets, and masks should be changed frequently and any time they become soiled.
- Spread out the workstations to ensure staff can keep at least 3 feet apart

# Food Safety - Restaurants / Dining Areas



- ✓ Guests and staff should perform strict hand hygiene on entering and exiting restaurant/dining area. Staff should perform hand hygiene regularly while working.
- ✓ **Buffets and drink machines.** All areas and items handled by guests should be disinfected regularly. At buffets, guests should avoid handling food.
- ✓ Install Sneeze guards and physical barriers to keep customers separated from staff and from each other. Sneeze guards should be cleaned every 20 minutes, more frequently during busy times.
- ✓ **Washing dishes, silverware, and table linen.** All used and unused dishes, glassware, cutlery and linens should be washed and disinfected in a dishwashing machine. If manual washing becomes necessary dry with a disposable paper towel.
- ✓ Encourage guests to eat in their rooms. Limit the number of guests and staff in the restaurant to ensure they can keep the correct distancing.
- ✓ In areas where customers form lines (buffets), place marks on the floor so they can visualize a safe distance.
- ✓ **Table setting.** Distancing should be encouraged by keeping tables arranged such that the distance between the back of one chair to another is more than 3ft / 2 m. It is also recommended that a maximum of four persons within 10 square meters.



# Pools / Spas



- There is no current evidence to date to support the spread of COVID-19 by using swimming pools, hot tubs and spas.
- Proper operation, maintenance and disinfection of these water bodies would be adequate to inactivate the virus which causes COVID-19.
- Monitoring of residual chlorine and pH levels should form part of the daily maintenance plan for swimming pools. Recommended residual chlorine level between 1 and 3 mg/L in treated recreational waters such as swimming pools, spas, and hot tubs. For effective disinfection, the pH of these waters should be between 7.2 and 7.8.
- Disinfect chairs and tables, toys, pool safety equipment and other high touch surfaces frequently and after use by patrons or staff.
- Towels and other laundry should be placed in bags for transport to the laundry facilities.
- Individuals should continue to protect themselves and others at recreational water venues both in and out of the water by practicing physical distancing and good hand hygiene.

# Other Areas for Consideration



## Public Spaces and Communal Areas

Cleaning and disinfecting should be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



## Hotel Front Desk, Concierge, and Parking Services

Front desk agents should practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. Self-parking options should be emphasized, where possible. In addition, van and shuttle service should be limited, and disinfecting of contact points is required.



## Laundry

Linens, towels and laundry should be washed in accordance with WHO guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen should be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



## Meeting and Convention Spaces

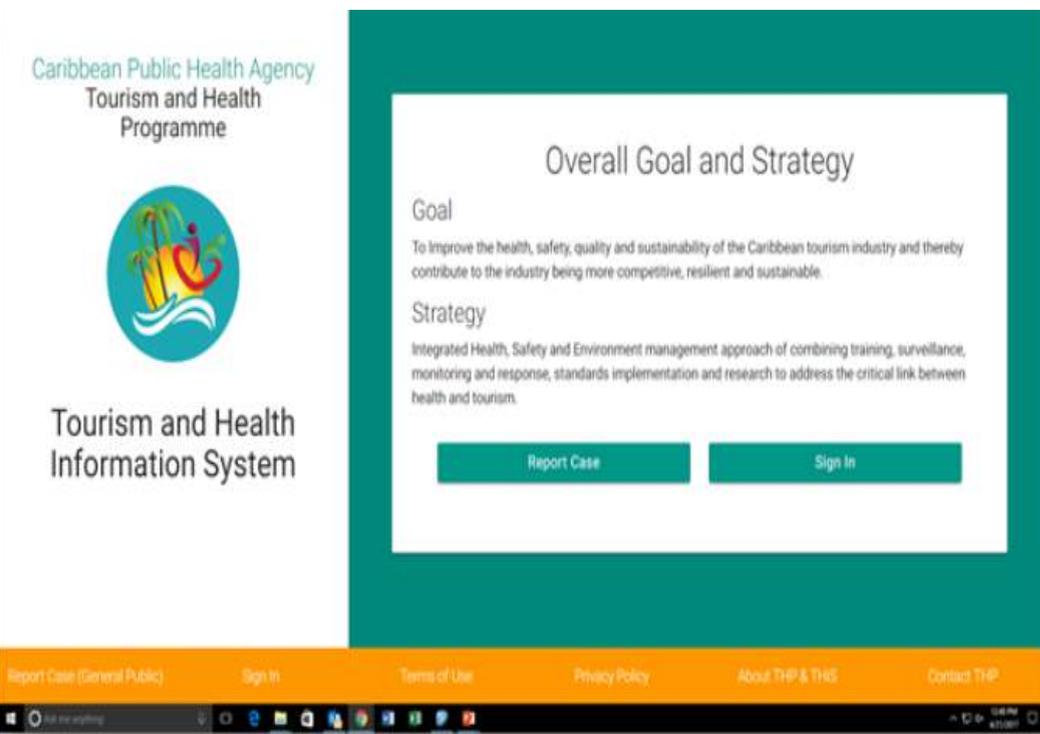
Meeting and banquet arrangements shall allow for physical distancing between guests based on WHO recommendations. All recommended cleaning and sanitization protocols should also be enforced in these spaces.

# Monitoring Illness



Tourism and Health Information System

Even the most diligent accommodations can have guests / staff fall ill. In the event this occurs, the Caribbean Public Health Agency (CARPHA), provides a web based application to aid with monitoring the health of your guests and staff.



The Tourism and Health Information System (THIS) is a web-based application for syndromic surveillance of populations in tourist accommodations [THIS.carpha.org](http://THIS.carpha.org). This real time, early warning system is confidential and only accessible by national authorities. It is currently being implemented in hotels and guest houses in 8 countries (Bahamas, Barbados, Belize, Guyana, Jamaica, Trinidad & Tobago, Bermuda and Turks & Caicos Islands).

Facilities can record occurrences of illness and monitor them in real time using the THIS Dashboard. If a threshold is exceeded, an alert is sent to the facility manager, country focal point and CARPHA, to allow for a coordinated approach to manage any possible outbreak.

Register Now!

<https://docs.google.com/forms/d/e/1FAIpQLSdr7X1niAYiaU1l3AyQvRwoLxHrPpJcijvdN9M2tV4eNw20KQ/viewform>

**All registered facilities will be listed as "Healthier, Safer Hotels" on the Caribbean Traveller's Health Mobile App.**

# References

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- CDC:  <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-businessresponse.html>
- CDC\_AA\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fspecific-groups%2Fguidance-business-response.html (can you send this doc as well)
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- [https://www.carpha.org/Portals/0/Documents/Technical Guidance/CARPHA Guidance on Use of Face Masks.pdf](https://www.carpha.org/Portals/0/Documents/Technical%20Guidance/CARPHA%20Guidance%20on%20Use%20of%20Face%20Masks.pdf)
- Interim Guidance about COVID-19 (Coronavirus Disease) for Food and Beverage Industry in the Caribbean



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**CARPHA**

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