



# OPERATIONAL GUIDELINES

## COVID-19 READINESS

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## **GENERAL INFORMATION ON SOCIAL DISTANCING, HAND CLEANING AND RESPIRATORY HYGIENE.**

Although guests are already familiar with social distancing measures they should be reminded as a form of hospitality. They are:-

- Social distancing
- Hand cleaning
- Respiratory hygiene

### **Social distancing**

Is refraining from hugging & shaking hands with guests and other staff. Important to maintain at least 1 meters. Avoid anyone coughing or sneezing.

### **Hand hygiene**

Means cleaning the hands regularly and thoroughly with an alcohol based hand rub or with soap and water.

Don't touch your eyes, nose and mouth.

### **Respiratory etiquette**

Means covering mouth and nose with bent elbow or tissue when sneezing or coughing. Throw the tissue to the bin.

## **IMPORTANT MEASURES**

Indoor areas, front office, corridors, staircases, office rooms, security guard booths, restaurant, staff cafeteria should be mopped and use disinfectant with 1% sodium hypochlorite.

Use 70% alcohol based to wipe Door handles, security locks, safe keys , room keys , phones

Always follow the guidelines of the local health authorities on disinfectants.

## **ESTABLISHING A MANAGEMENT TEAM (Rapid Response Team - RRT)**

Rapid Response Team (RRT) to consist head of department (HOD's)

NAME OF STAFF	DEPARTMENT	TEAM RESPONSIBILITY
	Resident Manager	RRT Leader
	Sous Chef	Team member
	Housekeeping	Team member
	General Helper	Team member

### **Duties and responsibilities of RRT**

- **Follow, implement and update**  
should strictly follow the imposed guidelines declared by SLTDA. implement it in accordance with recommendations mentioned with the intent to prevent incidents
- **Mobilization of resources**  
The Management team must ensure that sufficient funds and resources made available to enable an effective implementation
- **Supervision**  
Team should frequently evaluate, identify gaps and adjust in accordance to ensure practicality. And make sure the consistent continuation and be alert on unusual and notable incidents
- **Log book of actions**  
The team must ensure to record all notable, unusual, important incidents & measures taken in detail
- **Communication**  
Promoting of key messages for the staff and guests by using various information tools such as,
  - Promoting of hand washing
  - Respiratory hygiene
  - Basic Hygiene practices
  - Contact information of key staff personnel
  - Emergency Telephone numbers
- **Training and information**

The Rapid Response team should obtain necessary training and instruction occasionally incorporated by the Health Ministry, Tourism Development Authority, Standards institution, Local Health and other authorities whenever requested. And brief on the prevailing situation and corrective measures to be taken against COVID-19 among staff, guests and all the other stakeholders to enhance the preparedness. (Need to implement an awareness program in order to cater this)

## **PROTOCOLS, PROCEDURES FOR POST SHUT DOWN AND RE-OPENING**

### **Hotel Entrance**

Check and ensure that the entrance is in a good state of repair, if there is any signs of wear and tear, a coat of paint, or a refinishing to be done. This should cover the building, the date per say, if available, the barrier and the security hut.

Check and ensure that the gate operation is functioning correctly.

Check and ensure that the lighting is operating correctly

Carry a preliminary screening when entering the hotel. (Preliminary screening form to be provided)

### **Hotel Premises**

Ensure that front office staff members are in proper uniform attire and wear face mask and gloves as directed by the health authorities

Entry to outsiders must be discouraged and can be permitted after obtaining approval from RRT leader (or member appointed by RRT leader during his absence/ leave) . Guests must be allowed after checking, filling the Preliminary screening form, checking temperature and respiratory symptoms. Do not allow if the person is running a temperature.

When non-resident guests are permitted to dine in restaurant Preliminary Screening Form (PSF) must be filled, check temperature , respiratory symptoms and explain the procedures in place.

Ensure that all handles and surfaces such as table tops, work stations, arms of chairs are regularly disinfected

Disinfection needs to be carried out every time the surface is touched by guests and after leaving the premises.

Place a sanitized door mat to wipe the shoes when entering the hotel.

Guest luggage must be disinfected before taking them to the rooms. Have a tag mentioning the date to confirm the luggage is disinfected. No luggage should be allowed with this process.

Make sure all guests wear face masks at all times except during consuming food, beverages and at the pool.

Keep a stock of face masks and hand sanitizers to be provided to guests when requested.

Place hand sanitization facilities to be used by the guests, close to the entrance of the hotel.

## **PROCEDURES FOR SUPPLIERS, CONTRACTORS & CASUAL STAFF**

Staff to be empowered and authorized to implement this procedure.

Staff to check and record temperature and respiratory symptoms of any suppliers, contractors or casual staff entering the premises. Any one with above symptoms will not be allowed to enter the premises.

Staff to maintain personal details (Full name, ID Number, Residential address, Vehicle Number, Company etc.,)

Any person with suspected symptoms should not be allowed to enter the premises and inform the RRT leader/Member.

Goods that are not fully sealed should not be accepted unless decontamination is possible.

Confirm that any person is not coming from an area subjected to a medical lock down or self-isolation. If so, refuse entry to the premises.

When allowing to use the restrooms they should maintain social distancing

### **STAFF HEALTH & HYGIENE**

Resident Manager to implement and record the responsibilities of each staff member.

All staff must wear a face mask when reporting and while on duty.

All staff must enter and exit the hotel through one common entrance.

Time to time temperature and respiratory symptoms must be checked. If the staff is found with one or both symptoms to be kept in isolation and reported to a medical officer. (A special room to be allocated)

If a staff is reporting to work where his/her residence is in a locked down area should not be permitted to enter the property.

Staff should wear fresh clothes after taking a shower.

Staff should not use or touch bed linen & pillows of others.

Staff's footwear should not be kept inside the room. Must be kept in a separate location.

Staff washrooms to be cleaned minimum 3 times a day.

Staff should have adequate hand washing facilities available in important locations whilst on duty.

Should avoid sharing mobile phones, pens, pencils, food, personal groomings, cigarettes among staff.

Staff should maintain personal distance while at work. in the meal room and in accommodation.

Staff should not engage in any games & activities that personal distance is maintained.

## STAFF GUIDELINES

All staff must wear face masks and social distancing at all times.

Make sure a sanitized door mat at the front office entrance to sanitized footwear

Only traditional Sri Lankan style must be used as greetings. Shaking hands and hugging are not allowed in any circumstances.

Along with the registration card of Ceu Ceylon, guests should fill the Preliminary Screening Form (PSF).

Check and record the temperature and respiratory symptoms of all guests at the time of check-in. Any guests/ visitors with fever and respiratory symptoms must be referred to a doctor before check-in to rooms.

Use disposable towels when welcoming the guests

Welcome drinks must be served wearing disposable gloves. Serving hot beverages is encouraged. Ideally immunity enhancement drinks must be served (options :- Belimal, Ranawara, Link Peyawa)

Check-in / out must be arranged with minimum interaction of other guests. Make sure to observe personal distancing observed between guests and staff.

Try to avoid sharing telephone instruments with the guests. If the guest has to use the telephone instrument during check-in/out disinfect with alcohol based disinfectant.

Do not share pens and pencils with the guests. Have dedicated pens and pencils to be used by the guest as required. Disinfect with Alcohol solution after every use.

Staff must use disposable gloves when handling credit cards, cash and any documents such as passports given by the guests. After each such transaction the disposable gloves must be properly thrown away and hands must be sanitized.

Encourage the use of paperless systems for checking in and billing. Minimize the use of paper where possible

Sanitize all key tags, every time it is returned to the reception, before reissuing. All key tags must be sanitized before issuing to guests.

Inform the guest not to leave the room if feeling unwell but inform the staff. RRT to arrange medical assistance to assess the condition and take further action as advised.

When guests are escorted to the room staff to maintain personal distancing. (Check with the guest if they need a orientation of the hotel)

## **GUEST ROOM CORRIDORS**

Housekeeping to ensure that guest corridors are disinfected regularly.

Make sure that fresh air supply to the guest corridors is maintained. Keep the entrance doors from 0600hrs to 2300hrs.

Implement a schedule to to disinfect the corridors (every two hours),

Ensure that all door handles are disinfected regularly with alcohol water solution

## **HOUSEKEEPING/ GUEST ROOMS**

### **Before Guest Check-in**

Deep clean the entire room, toilet, balcony etc.,

Check the fittings for correct operation

Check the operation of the AC system and clean the filter. Ensure that the design fresh air volume is correctly supplied. Add a strong chlorine solution to the drain pan to ensure good disinfection.

Disinfect all portable devices such as remote controls, telephone handsets using Alcohol solutions.

Disinfect all hard surfaces of furniture, TV and accessories in the room with recommended disinfectants.

Disinfect all surfaces of doors, windows, wardrobes, safe deposit locker, mini-fridge and mirrors with recommended disinfectants

Disinfect the tiled surfaces of walls and floors and the ceiling with appropriate disinfectants

Disinfect all toilet fittings including bath tubs, vanity counter surfaces, mirrors, shower cubicle surfaces and/or shower curtains and surfaces of all racks and shelves.

Disinfect the handles/levers of taps, flush devices and door knobs/handles

Ensure that all guest amenities such as cups, saucers, glassware and spoons are disinfected and placed in suitable sealed paper containers.

Towels should be supplied in a sealed paper container.

Provide a small hand sanitizer for use by the guest in the room.

Remove all used linen with extreme care and minimal handling and the used linen must be taken directly to the laundry in separate bags.

Where practically possible allow the checked out rooms to lie dormant for two days before cleaning and setting up the room for re-use

Place a sign very visible in the room confirming that the room has been disinfected specifying the date and time.(Signature of the person is optional).



## **Linen Storage**

Clean linen, particularly linen used in guest rooms or where possible to contact must be stored and covered.

Guest room linen must be consolidated and issued in a covered pack. The cover can be disposable or recyclable after disinfecting.

Towels required for each guest room must be separately packed in a covered pack. The cover can be disposable or recyclable after disinfecting

Ensure that clean linen is not handled without either wearing disposable gloves or sanitizing the hands.

## **Room service Procedures**

When food is ordered in the room, staff must wear face masks and gloves when delivering room service items.

Food delivery must be made at the entrance door of the guest room and the steward should not enter the room. Clearance too must be from outside the room. Guests should be advised to leave the items for clearance outside the door.

The food including beverages must be fully covered during transport to the room

Cutlery, crockery and serviettes must be delivered in sealed disposable paper containers

Clearance must be as prompt as possible.

All used cutlery, crockery and remaining food must be taken back in covered containers.

If the guest in the room is known to have any medical condition such as fever, all returned items must be handled separately. Food must be scrapped and all items pre washed separately and hand washed separately with soap and water before being processed in the automatic dishwasher

## **F&B STEWARDING PROCEDURES**

Disinfect the work area including floors, walls, work surfaces and racks before commencement of work

Other staff should not be permitted to enter the Stewarding area.

Staff shall wear face mask, apron and cap and use disposable gloves when handling clean cutlery, crockery and glassware

Staff must maintain social/personal distancing as far as practically possible.

Footwear must be sanitized before entering the stewarding area.

Hand sanitizing must be carried out before commencing work

Use clean dry cloth for wiping small utensils and accessories. Wipe Cutlery, Crockery and Glassware only when necessary

At the end of the day's work disinfect the work area including floors, walls, work surfaces and racks before closing up.

When closing the doors disinfect the knobs.

## **STORES & GOODS RECEIVING**

Ensure that the floor surface of the goods receiving area is impervious and easily washable

Ensure that the receiving area is washed, cleaned and disinfected after every single delivery

All products must be washed in a stainless steel sink with a hot and cold water mixer. After washing, place the products in a stainless steel table.

Disinfect the fruits and vegetables before they are sent to stores.

Ensure dry food, fish and meat products are brought covered as possible. (Washing in Turmeric??)

All staff should practise hand washing, sanitizing after handling different items received.

Ensure that clean containers are used to transport goods from the receiving area. Clean and disinfect after each use.

## **KITCHEN**

### **Before Opening**

Thoroughly clean and disinfect all areas of the kitchen including work surfaces, equipment, floors and walls.

Clean and service the exhaust fans to make sure the system is functioning properly. This is important to dilute contaminants.

Make sure all equipment is in good working order. Specially cold storage equipment and food warmers and maintain correct temperatures.

Check and make sure the dish, glass washer is functioning properly and rinse temperature is maintained.

### **After Opening**

All staff working in the kitchen must be in clean uniformed attire including footwear

Chef in-charge should conduct briefing prior to start of shift and staff adhere to hygiene standards

Kitchen staff should confine themselves to designated areas to avoid mixing with others.

Only kitchen staff must be permitted in the kitchen

Ensure that all work surfaces are sanitized before commencement of work

Cooked and uncooked food is kept covered at all times.

Clean and sanitize work surfaces regularly and after each operation

Ensure that washed cutlery, crockery and glassware are stored in covered shelves.

Ensure that there is no cross contamination of washed cutlery, crockery and glassware during storage and transportation to the final user point.

Staff should wear face masks, gloves when handling food.

Kitchen staff to wear waterproof aprons and footwear when performing duties.

Floor must be mopped and sanitized right through the operation.

Hand sanitizers must be available at the kitchen at all times.

All pots and pans must be cleaned and sanitized end of days operation

All mops and brushes used for cleaning must be washed, sanitized and left to dry at regular intervals

## **Menu Planning**

Planned menus to be simple and easy to prepare. (Set Menu )

Discourage the use of in room dining.

Minimum handling is recommended for appetizers and deserts

Prepared desserts and appetizers must be stored at the correct temperatures.

Plan to plate concept to minimize food holding

## **Hot and cold food production storage**

All items must be stored in sanitized covered containers mentioning produced and expiry date. Containers to be sanitized after each use.

Preparation of deserts in portion size and the use of cut fruits to minimize handling is recommended.

Suggest simple appetizers to avoid complicated preparations.

Serving spoons handled by guests must be replaced frequently.

## **STAFF CAFETERIA**

Staff to maintain personal distancing at all times.

Dining table surfaces must be sanitized at the staff of the day and after every meal.

Food served must be covered at all times. Staff kitchen in-charge to serve the meals to staff using gloves. (This is to minimize the touching of chafing dish by many)

Entire cafeteria floor, walls. Glass panels and doors to be sanitized at the end of the day's activities

All cutlery, crockery and glassware must be washed in an automatic dishwasher / glass washer.

## DINING AREA

Disinfect the restaurant area, table tops, chairs, service stations before setting up the restaurant for a meal and at the end of the day

staff in the Restaurant must wear face mask and disposable gloves when serving guests

Staff should maintain the personal / social distancing at all times

Use hand sanitizing regularly during the service. (Facility should be available near the bar counter)

Tables, mats chairs must be disinfected at start of restaurant and after each use

Seating must be arranged as per social distancing requirement as per below:-

Family or Group	Arrange tables and seating together. If requested by guests, arrange as individual seating.
Individual guests	Seating to be arranged as two per table

Maintain the records of the guest for a minimum of 21 days.

Cutlery and crockery to be placed only after guests are seated. (Disposable plastic cutlery to be used)

Only paper serviettes will be provided during the dining.

Do not keep salt and pepper shakers on the table. Provide only on demand and disinfect after use.

Do not shake hands of guests when entering or leaving the restaurant.

Menu cards, bill folders must be sanitized after each use.

Take care when handling cash. If the payment is done by credit card, sanitize the pen and bill folder.

End of the day all surfaces, floors, tables and chairs must be disinfected. Area must be secured.

## **SWIMMING POOL**

Brush and clean all surfaces inside the pool

Use appropriate chemicals as per standards (PH, Chlorine, Salt)

Disinfect the handrails of the steps of the pool steps and the knobs of the external pool showers

Clean and disinfect the entire pool deck area, public toilet and shower area, furniture, beds & mattresses.

Maintain a record of the pool users. Details must be retained for minimum 21 days

Ensure that clean disinfected pool towels are stored in a closed container and issued to guests with minimum handling.

Ensure pool users take a proper shower prior to using the pool.

Guests must wear proper swimwear if using the pool. If guests are not wearing proper swimwear should not be permitted to use the pool.

Pool attendants must wear a mask and gloves when attending maintenance.

Restaurant staff to follow procedures laid out when serving guests at the pool area.

## **MAINTENANCE**

Check if all safety equipment is in working order. (fire extinguishers, fire alarm etc.,)

Check if there are no damages to electrical installations, attend to necessary repairs.

Check the room's key card, remotes, A/C , switches are working and repair if necessary.

Maintain a record of all repairs carried out.

Check if the hot and cold water system is working properly.

## **LAUNDRY**

Staff handling soiled laundry must wear face masks and gloves. Regularly wash their hands with soap.

Make sure soiled linens, pillows are bought in closed bags

Hand sanitization is done as soon as the soiled linen is handled.

When the linen is washed and cleaned stack them item wise before storing.

Linen must be washed in a pattern to avoid cross contamination

Any linen is sent for outside laundry to make sure the process is followed to avoid cross contamination.

## **PRECAUTIONARY MEASURES AND HANDLING COVID-19 INCIDENTS**

Extensive pest control is carried out before the hotel is cleared for operation.

Conditions imposed by the authorities must be strictly adhered to.

RRT leader must be an appointed capable and responsible to monitor, record and report any shortcomings in the implementation to ensure that the procedures listed out are correctly implemented.

All staff to be trained to handle non contact body temperature measuring devices. Sufficient number of devices to be available at the hotel.

Adequate stocks of face masks, disposable gloves, disinfecting alcohol (>70%) solution and any other necessary materials must be maintained

If a guest or staff member is suspected to be infected with the coronavirus, the person must be isolated in the designated area and medical assistance (From the hotel doctor and the medical team or the public health officials) must be obtained as a matter of urgency.

If a guest is identified to be Covid – 19 positive, arrangements must be made to send the guest to a treatment centre, using the Emergency Ambulance Service or the Medical HotLine, in consultation with and as advised by the public health officials. If a relation or companion accompanying the guest is present, he or she must be immediately apprised of the situation. Any action recommended by the public health officers with respect to the relation or companion must be implemented exercising great care, understanding and kindness and the person/s must be always made to feel safe, and that the steps are being taken in their best interest and as per the directions of the state health authorities.

All necessary assistance must be extended to all parties concerned to contact their relative, travel agents and the offices of the respective embassies / High Commissions

The family of the staff member must be notified immediately and all necessary assistance must be extended.

Immediately inform the SLTDA regarding Covid -19 positive cases (both guests and staff) using the Hot Line 1912

In the case of the guest or the staff member, the method of treating all contacts must be carried out strictly in accordance with the recommendations of the public health officers.

A clear procedure therefore must be established to collect all such material separately and send for disposal in consultation with the government authorities to minimize the possible adverse impact on the environment.

The method of disposing or treatment of linen used by the guest or the staff (if resident) must be carried out strictly in accordance with the directions given by the public health authorities.

Instructions regarding the future operation of the hotel must be obtained from the public health authorities involved.

It is strongly recommended that the officer appointed to follow up on government directives and to keep the hotel management fully updated for implementation

