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

General Guidelines

- Check the temperature of everyone entering the facility
- Everyone should wear appropriate masks or face coverings
- Practice social distancing; keep 6 feet (2 metres) away from others
- Place health and hygiene reminders throughout the property, especially in lobbies, employee break rooms and cafeterias
- Place hand sanitisers at key guest and employee entrances and contact areas

The health and safety of your employees and guests should be your #1 priority.
Transportation Services

For establishments that have designated guest transportation services, 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.
- Keep traveling groups separate.
- The interior of the vehicle should be sanitised after the patrons exit the vehicle and before another group of patrons enter.
- Wear gloves and a mask during cleaning; perform good hand hygiene before and after cleaning.

Guest Experience

On Arrival:
- Check the temperature of your visitors.
- Ask them to use the hand sanitiser and wear a mask or face covering where appropriate.
- Display appropriate signage 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 often.
- Post signs 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.
- Proof of disinfection should be visible on the door (sticker, card, etc).
- Sanitiser should be provided in each room.
**Employee Health & Personal Hygiene**

- Wash your hands regularly for at least 20 seconds or use alcohol based hand sanitiser with 60-80% alcohol content (ethanol or isopropanol).

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

- Appropriate Personal Protective Equipment (PPE) should be worn by employees. PPE and its related training should be made available to any employee.

**All employees should receive COVID-19 safety and facility sanitation protocols training.**

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**Sanitisation & Disinfection**

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 if 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

All routine cleaning, sanitisation and disinfection protocols must continue to be followed.

- **Develop a Cleaning Schedule**
- **High-touch surfaces should be cleaned and disinfected regularly and as soon as they are soiled**
Food Safety

1. Receiving and Storage

- Conveyances and delivery vehicles must be clean and meet food safety standards.
- Delivery personnel must use appropriate PPE.
- Remove items from packaging before storage, when possible.
- Ensure temperature controls and cold chain are maintained.
- Hand hygiene and proper cough etiquette should be followed.

2. Food Preparation and Services

While food is not known to spread the COVID-19 virus, the virus can land and survive on food and its packaging for some time.

- Space out workstations to keep workers apart.
- Practice social distancing while working as much as possible.
- Limit the number of staff in a food preparation area at any one time.
- Clean and sanitise workstations regularly.
- Perform hand hygiene regularly.
- Gloves, masks and hair nets should be worn and changed frequently.
- Encourage customers to use take out services rather than dine-in.

Monitoring Illness

Caribbean Public Health Agency (CARPHA), provides a web based application called The Tourism and Health Information System (THiS) to aid with monitoring the health of your guests and staff. Access THIS.carpha.org for this service.

For the full Interim COVID-19 Health Guidelines for Hospitality: Hotels and Guesthouses document, click here.


https://carpha.org/What-We-Do/THP/Background