

## **OPERATIONAL CONSIDERATIONS FOR COVID-19 MANAGEMENT IN HOTEL IVANA PALACE**

Several countries have demonstrated that COVID-19 transmission from one person to another can be slowed or stopped. This document has been prepared based on the evidence currently available about Coronavirus disease 2019 (COVID-19) transmission (human-to-human transmission primarily via respiratory droplets from, or direct contact with, an infected person), and is designed to ensure that hotel Ivana Palace can protect the health of its staff and clients.

### **COVID-19 transmission**

According to current evidence, COVID-19 virus is transmitted between people through respiratory droplets (particularly when coughing). Direct contact with an infected person or indirect contact, (touching a surface or object that has been contaminated with respiratory secretions) and then touching their own mouth, nose, or eyes is another route of transmission. Although most infected people develop mild symptoms, severe disease may result in older people and/or people with other medical conditions and they may require rapid hospitalization.

Prevention measures include regular and thorough hand hygiene, social distancing, avoiding touching eyes, nose, and mouth, and good respiratory hygiene. In public areas, cleaning and disinfecting frequently touched objects and surfaces can help reduce the risk of infection.

Hotels are no more susceptible to contagion than other public establishments visited by large numbers of people who interact among themselves and with employees. Nevertheless, they are places where guests stay temporarily in close cohabitation and where there is a high degree of interaction among guests and workers.

Every staff member must strictly comply with the basic protective measures against COVID-19 recommended by WHO, such as hand hygiene, physical distancing, avoid touching eyes, nose and mouth, practice respiratory hygiene and to heed the advice to stay home and seek medical attention if they have symptoms consistent with the disease.

### **Management team**

The management of the establishment will adopt a responsible attitude to address the health threat of COVID-19.

#### **1. Action plan**

The Management Team, in consultation with local health authority, Hotel, Restaurant, Catering, and Tourism administration and industry associations will establish an action plan tailored to the situation and implement it in accordance with the recommendations of local and national public health authorities with the aim to prevent cases, effectively manage cases, and mitigate impact among clients and staff, including cleaning and disinfection of rooms occupied by ill persons. The plan will be updated when necessary as a consequence of new guidance, procedures, or regulations issued by the pertinent authorities.

The Management Team will make sufficient human and economic resources available to ensure that the action plan can be implemented rapidly and effectively.

The action plan will also include the provision of equipment and procedures, developed in collaboration with local health authorities, for the management of suspected case(s) and their possible contacts.

The implementation of the action plan and the effectiveness of the measures undertaken will be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience. A Crisis Team involving members of each relevant department will support Management in the implementation of the action plan and timely identification of required adjustments.

The hotel will keep a logbook of the important actions and measures carried out and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom, where, etc.).

Communication will be maintained between Management and staff, including through the managers in charge of the different departments, in order to predefine an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise in the establishment and to know the status of the situation at all times. Providing guidelines to the staff on how they will communicate the action plan to guests and other stakeholders can ensure alignment consistency.

Short documents or informative posters will amplify the key messages among guests and staff, including the promotion of hand-washing (at least 20 seconds, all parts of the hand), respiratory hygiene, and coughing etiquette.

There is at the reception an up-to-date list of the contact information of the staff, including emergency telephone numbers.

## **RECEPTION AND CONCIERGE**

### **1. Information and communication**

Reception desk is sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the establishment. They are capable of informing guests who inquire about the establishment's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the establishment itself). They are able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor—management will arrange it immediately—as well as to provide basic hygiene recommendations when asked.

Reception desk staff is not older or with underlying health conditions. Reception desk staff will take all necessary precautions, including physical distancing.

Reception Desk staff is familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19.

The reception desk have immediately available the telephone numbers of the health authorities, medical centres, public and private hospitals, and assistance centres for use whenever there is the possibility that a guest may be ill.

### **Necessary equipment and medical kit at the reception desk**

Although the use of masks is not recommended for the public as a preventive measure, but only for those who are ill with COVID-19 symptoms or those caring for them, the reception desk will have a medical kit that includes the following items:

- Germicidal disinfectant/wipes for surface cleaning Tissues.
- Face/eye masks / disposable/
- Gloves /disposable/
- Protective apron / disposable/
- Biohazard disposable waste bag

### **Social distancing measures, hand cleaning, and respiratory hygiene**

Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they will be reminded as a form of hospitality.

- Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft) and avoiding anyone who is coughing or sneezing.
- Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
- Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

### **Monitoring of guests who are possibly ill**

While observing regulations in relation to the protection of personal data and the right to privacy, the hotel staff will monitor potentially ill guests in the establishment. Reception staff will note all relevant incidents that come to their knowledge using a questionnaire, such as requests for doctor's visits. This information will aid guests through appropriate advice, facilitating early detection, and rapid management of suspected cases with local health authorities.

Reception staff will treat all this information with discretion, leaving it up to the management and to medical services to evaluate the situation and make appropriate decisions.

### **Technical and maintenance services**

#### **1. Water disinfection**

It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, preferably at the upper limits of the range.

## **2. Dishwashing and laundry equipment**

The proper functioning of the dishwashing and laundry equipment will be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

## **3. Air-conditioning**

Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, attention will be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air.

The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools will be checked.

## **4. Dispensers**

Regular checks will be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units will be rapidly repaired or replaced.

The hotel action plan includes installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of interest (e.g. entrance to the dining hall, restaurants, and bars).

## **RESTAURANTS, BREAKFAST AND DINING ROOMS AND BARS**

### **1. Information and communication**

Restaurants, breakfast, and dining room and bar staff will perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible.

Guests will be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

### **2. Buffets and drinks machines**

At the buffets, guests will avoid handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service.

The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, will be cleaned and disinfected at least after each service and more often if necessary.

### **3. Washing dishes, silverware, and table linen**

The usual procedures will be used. All dishes, silverware, and glassware will be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff.

If for any reason manual washing is required, the usual steps will be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying will be carried out using disposable paper towels. Likewise, tablecloths and napkins will be washed in the usual manner.

### **4. Table setting**

Whenever possible, it is recommended to have a maximum of 4 persons for 10 square metres. Tables are arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 m apart and that guests face each other from a distance of at least 1 m.

## **CLEANING AND HOUSEKEEPING**

### **1. Cleaning and disinfection**

Even in the absence of COVID-19 cases in the establishment, it is necessary that hygiene services be enhanced. Special consideration will be given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as a general preventive measure during the entire COVID-19 epidemic. Special attention will be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff is instructed accordingly.

The following will be implemented for rooms or specific areas exposed to COVID-19 cases:

- Any surfaces that become soiled with respiratory secretions or other body fluids of the ill person(s), e.g. toilet, handwashing basins, and baths will be cleaned with a regular household disinfectant solution containing 0.1% sodium hypochlorite (that is, equivalent to 1000 ppm). Surfaces will be rinsed with clean water after 10 minutes contact time for chlorine. Surfaces will be rinsed with clean water after sufficient contact time for the chlorine.
- Service staff is trained in the preparation, handling, application, and storage of these products, mostly bleach, which may be at a higher concentration than usual. The cleaning staff knows how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes.
- When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc. then alcohol 70% will be used.
- Whenever possible, use only disposable cleaning materials. Discard any cleaning equipment made of cloths and absorbent materials, e.g. mophead and wiping cloths. When pertinent, disinfect properly non-porous cleaning materials with 0.5% sodium hypochlorite solution or according to manufacturer's instructions before using for other rooms.

- Textiles, linens, and clothes will be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people. Instructions will be given for washing them in hot cycles (70°C or more) with the usual detergents. All

nd towels, gloves, masks, tissues) should be placed in a container with a lid and disposed of according to the hotel action plan and national regulations for waste management. • In general, public areas where a case has passed through or has spent minimal time in (corridors) do not need to be specially cleaned and disinfected. • Cleaning crews should be trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed. • All rooms and common areas will be ventilated daily.

## **2. Monitoring of sick guests**

Housekeeping and cleaning staff will inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They will treat all this information with discretion.

## **3. Availability of materials**

Cleaning staff is trained on the use of and provided with personal protection equipment as listed below: - Gloves - Disposable gowns - Closed shoes - If doing procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons.

They will also have access to sufficient disinfectant solutions and other supplies.

## **4. Optional housekeeping programmes**

All programmes where guests can voluntarily forego housekeeping services will be suspended in the service of maximizing health and safety of hotel staff and guests alike.

# **HANDLING COVID-19 CASES IN HOTELS AND TOURISM ACCOMMODATION ESTABLISHMENTS**

## **1. General recommendations**

If a guest or staff develops symptoms of acute respiratory infection, efforts will immediately be made to minimize contact of the ill person with all guests and staff of the establishment. Reception or other hotel staff will follow the procedures in the action plan for the situation when a guest develops signs and symptoms indicative of COVID-19.

- Separate the ill person from the other persons by at least 2 m .
- If the situation requires and the ill person is not transferred to a medical establishment, Management will consider relevant measures that the ill person is taken care of in an adequate way. This might include the need for the potential designation of one member of the staff, who is sufficiently trained in infection prevention and control, and the policies and measures for the staff should the staff develop symptoms following the service of an ill person.

- If necessary, we will designate one bathroom for use only by the ill person.
- We will request the ill person to wear a medical mask and practice respiratory hygiene when coughing and sneezing. If the medical mask cannot be tolerated by the ill person, we will provide tissues to cover mouth and discard the tissue immediately into a biohazard disposal waste bag.
- In case the ill person cannot wear a mask, direct contact with the ill person will be avoided unless wearing at least disposable gown, gloves, a mask, and eye protection.
- When attending to an ill guest or staff coming from an affected area who displays fever, persistent cough, or difficulty breathing, we always will use additional protective equipment (provided in the Universal Precaution Kit), including mask, eye protection, gloves, and a gown.

## **2. Case of an affected worker**

If a member of the staff reports respiratory symptoms, the worker will immediately stop work and seek medical assistance. The staff will stay isolated in a suitable room while the medical services are being notified. The symptomatic worker will be provided with disposable tissues and a mask that should be worn when other persons are present or when having to go out to common areas. Staff who report from home that they are ill with respiratory symptoms will be advised to stay at home and seek medical attention.

## **3. Case of an affected guest**

If the person affected is a guest of the hotel Ivana Palace, continued stay of the sick person in the hotel is not recommended. The person will be isolated in a room on a temporary basis until the intervention of local health authorities. No visitors will be permitted to enter the room occupied by the affected guest.

Hotel staff taking part in the evacuation of a suspected case:

- In order to minimise the risk of contaminating other guests or members of the staff, symptomatic guests will leave the hotel according to instructions from the management of the establishment and local health authority. Symptomatic guest will be assessed for their condition and, if they fulfil the definition of a suspected case, they will be transferred to a designated health care facility.
- Management of the possible contacts of the sick guest will take place in accordance with instructions from the local public health authority. The local health authority should rapidly update the regional or national health authority on the outcome of examinations and if further actions must be taken.
- Staff involved in the transportation of the suspected case will apply infection prevention and control practices according to WHO guidance. They will routinely perform hand hygiene and wear a medical mask, eye protection, gloves, and gown when loading suspected COVID-19 patients for transport in the ambulance.

- The hotel management will provide access to services for cleaning and disinfection of the room occupied by the sick person in accordance with action plan, following the cleaning and disinfection protocols for rooms with cases. In case that this is not possible, the on-duty housekeeper will be instructed to clean and disinfect the room occupied by the sick person, following the cleaning and disinfection protocols for rooms with cases and observing personal protective measures.
- If there is no other option but to keep a sick guest suspected of COVID-19, with mild symptoms, self-isolation in the room will be considered. Doctor's visits will be carried out in the sick person's room whenever possible, avoiding the need for the patient to go to the doctor's office. A sick guest who is suspected of COVID-19 will stay in an individual room, except in the case of children or persons requiring caretakers. The sick person will not receive visitors, or if they do, visits will be limited to what is strictly necessary. The guest will receive food in the room. Sick persons will not share a bathroom with other persons, and neither will they share towels, blankets, or any type of clothing with their caretakers. Caretakers must adopt strict precautionary measures, including wearing PPE, whenever they come close to or has direct contact with the sick person. The room will then be organized to allow for proper dressing of PPE and, in a separate area, for disposal of used/contaminated PPE. The doctor in charge of the case should provide relatives and accompanying persons with information regarding the infection control measures they should adopt. Only one person will be in charge of caring for the sick person. Pregnant women or other persons with high risk of developing severe disease caused by COVID-19 will not serve as caretakers.

Caretakers should self-monitor for the appearance of symptoms, especially fever and cough, and receive medical attention if such symptoms appear. The clothing of the sick patient, as well as the linen of the room he or she occupies, will be washed following the usual procedures. As a precautionary measure, these items will be stored and transported in sealed bags.

#### **4. Identification and management of contacts**

Identification of contacts will begin immediately after a suspected case has been identified in the hotel

WHO defines a contact as a person who experienced any one of the following exposures during the 2 days before and the 14 days after the onset of symptoms of a probable or confirmed case:

- Face-to-face contact with a probable or confirmed case within 1 meter and for more than 15 minutes;
- Direct physical contact with a probable or confirmed case;
- Direct care for a patient with probable or confirmed COVID-19 disease without using proper personal protective equipment; OR
- Other situations

In the context of the hotel accommodation a contact could be considered as:

- Guest companions or persons providing care who had close contact with the suspected case;
- The staff member designated to look after the ill persons, and other staff members who may have been in close contact with the ill persons or the facilities they use (e.g. bathroom) or their usual articles (e.g. used linen and clothes). If the severity of the symptoms or numerous movements of the case(s) indicate more extensive exposure in the establishment, a more thorough assessment will be done together with the local health authorities.

#### **5. Non-affected guests**

Non-affected guests are persons considered to have had a low-risk exposure. They will be provided with information about the disease, its transmission, and preventive measures. They will be asked to self-monitor for COVID-19 symptoms, including fever, cough, or difficulty breathing for 14 days from the date of departure of the confirmed case from the hotel. Should they develop symptoms indicative of COVID-19 within 14 days, they will be asked to immediately self-isolate and contact local health services.