



**Ministry of Tourism**



# **SANITARY PROTOCOL FOR HOTEL EMPLOYEES**

**September 2020**

Level 5, Air Mauritius Centre, John Kennedy Street, Port Louis.

Tel : (+230) 211 7930 | Email : [mtou@govmu.org](mailto:mtou@govmu.org)



## PROTOCOL FOR HOTEL EMPLOYEES

- Staff should sign mandatory undertaking for wearing any protective equipment as directed by management according to their relevant duties.
- Front line staff (High risk) should undergo health screening and stay in hotel during stay of client. PCR test will be undertaken on day 7 and day 14. If negative on day 14, staff will be allowed to leave the premises on day 15. Other staff (low risk) will be allowed to leave but should undergo relevant health screening.
- No physical contact between front liner and back office.
- Briefing and training on the novel coronavirus, COVID19, specific modes of virus transmission, best practices, barrier measures, dos and don'ts to employees prior to engaging into any activity. Part of this briefing and training process should be destined to listen to the staff and to address issues pertaining to staff's queries, the aim being to dissipate any doubt, false believes and fears that they might have. Training of staff should be done under supervision of Health Authorities
- Front line staff to guest ratio should be kept to a minimum to facilitate eventual contact tracing if required.
- Daily screening of body temperature of employees with a thermometer gun/thermal camera prior to entering the office or premises. (maximum temperature of 37,80 authorised)
- Setting up of an isolation room for employees displaying symptoms of COVID-19.
- Provision of protective equipment by Hotel Management (masks, gloves, hand sanitizers, amongst others) in appropriate quantity in line with their duties.
- The use of contactless attendance for employees. In case of manual attendance, one employee per team/ department should be responsible for registering attendance for the whole team.
- Staff involved in room service should wear mask and gloves. The staff should avoid touching his face while the gloves are on and they are handling the utensils. They should sanitise their hand after taking off the gloves.
- Staff working in scullery should wear mask and gloves while dealing with used utensils returned from rooms. They need to empty the utensils carefully without contact before sending it for a thorough cleaning. Staff should sanitise their hand after removing their gloves.
- Mask and gloves used by staff should be properly disposed of or disinfected after each service. Surgical masks are for single use only and should be replaced after each interval of 4 hours. Once utilized, surgical masks should be discarded in a bin. Masks made of cloth can be used again but should also be replaced after each interval of 4 hours. Once removed, masks made of cloth should be placed in a sterile container which should be hermetically closed and sealed. Cloth masks should be washed with water at a temperature of at least 60 degrees during a minimum of 3 hours.
- Cleaning and disinfection of changing rooms and all related amenities after each use and limit the number of employees inside the changing room at one time to respect physical distancing

- Review the set-up of the mess room and implement staggered break/lunch/dinner time for employees to allow for physical distancing and minimise physical contact with food and items. If possible, the mess room should allow natural aeration as frequently as possible. Staff should disinfect and wash their hands before and after meals.
- Staff should use their personal bottles at water dispensers

## RECEPTION

- Reception desk staff, as far as possible, should not have any underlying health condition.
- All staff in the Reception and Lobby area should always wear face masks and maintain the safe 1.5 metre physical distancing.
- As far as possible, arrange clear protective shields at the reception counters to protect the staff members on duty. If not possible, then face shield to be provided to staff.
- Collect the completed registration card with key information as required. Check in/Check out to be undertaken with minimum physical interactions.
- Staff should disinfect hands before and after having welcomed each guest.
- Welcoming towels and welcome drink to be made available in the rooms and not at reception.
- Privilege contactless check in. In case of manual check-in is done, do not share pens or pencils with any guests and have separate pens/pencils for the use of guests if required. Disinfect these with 70% alcohol solution after every use, and they should then disinfect their hands.
- Sanitize all key card or key tags, immediately after return to reception and before issuing and reissuing. Wash hands once this process is over.
- Inform the guests verbally or via phone messages not to leave the room, but to inform the reception immediately if they feel unwell or are feeling feverish. The reception staff should immediately inform responsible person for necessary further actions.
- If guests are to be escorted to the rooms, limit the number of person inside elevator to respect physical distancing and avoid touching any surfaces inside the elevators.
- The reception desk should have the telephone numbers of the health authorities, flu clinics, medical centres, public and private hospitals for use whenever there is the possibility that a guest may be ill. A list of emergency telephone numbers should be readily available at the reception.
- The reception desk should have a medical kit that includes the following items:
  - Germicidal disinfectant/wipes for surface cleaning tissues.
  - Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once.
  - Gloves (disposable)
  - Protective apron (disposable)
  - Full-length long-sleeved gown
  - Biohazard disposable waste bag

- Provision of hand sanitizer dispenser at the cashier desk to enable clients to sanitize their hands prior to and after using the card machines.
- Credit/ Debit Card machine should be wiped/disinfected before and after each use.
- Encourage cashless payment transactions.
- Any items to be used by guest should be sanitised before and after use.
- Wherever cash transactions are being carried out, the cashier should scrupulously abide by usual barrier measures. Staff should disinfect their hands immediately after each manipulation of cash.

## **COMMON AREAS (INCLUDING TOILETS AND STAFF QUARTERS)**

- Common areas should be given special consideration and should be cleaned and disinfected as a general preventive measure during the entire COVID- 19 epidemic. Disinfectant wipe should be provided in all common toilets. Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, stairways, corridors, switches, doorknobs, etc. Cleaning staff should be instructed accordingly.
- Signage/posters to be affixed in a conspicuous manner around the premises to sensitize staff on sanitary and precautionary measures.

## **TECHNICAL EQUIPMENT**

### **AIR-CONDITIONING**

Central air-conditioning, even with clean filters is known as an aggravating factor of virus transmission. Natural ventilation should be privileged as far as possible.

### **DISPENSERS**

The hotel SOP should include installation of disinfectant solution dispensers in different areas of the hotel, including restrooms used by staff, and common areas. Regular checks should 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 should be immediately repaired or replaced.

## **TRANSPORT ARRANGEMENTS**

- Cleaning and disinfection of all vehicles (staff transport and buggies) after each use. A record of all person using hotel vehicles should be kept.
- Driver to wear face masks whenever conveying staff.
- Provision of hand sanitisers in the vehicle. All passengers should sanitise their hands before boarding any vehicles
- All passengers to wear face masks at all times when in the vehicle.
- Employees using their own means of transport should ensure that their vehicle is disinfected.

## ELEVATORS/LIFTS

- Cleaning and disinfection of lifts, lift buttons and railings after each use.
- A protocol should be set up to respect physical distancing in the lift and also while queuing (subject to the size of the lift, the maximum number of persons allowed inside should be indicated).
- Mask should always be worn while queuing and inside the lift.

## HOUSEKEEPING

- Training of housekeeping staff on the use of personal protection equipment (PPE) such as: - Gloves - Disposable gowns - Closed shoes – aprons, face shield, wherever applicable.
- Very Important: In case a member of staff is called to clean the room of a patient tested positive for COVID19 and who has been transferred to ENT, the staff should be equipped with a full PPE consisting of an overall, gloves, head cap, protective glasses, mask and overshoes. The changing of bed sheets can spread the virus in the air.
- No night service for making of room.
- Rooms should be disinfected after check out. After disinfection, housekeeping staff will be allowed to clean the room prior to check-in. Protocol for disinfection should be as per MOH's standards.
- Cleaning will not be done during the stay. Cleaning kit should be made available in each room.

## ROOMS

- All rooms to be naturally ventilated daily (where practicable).
- Provision or sale of hand sanitizer to be used in rooms.
- Signage/posters to be affixed in a conspicuous manner in rooms, to sensitize guests on sanitary and precautionary measures.
- Guest will be given laundry powder for their laundry use.
- All covered pedal bins should be lined with waste bags.

## KITCHEN AND SCULLERY

- Sanitization of all crockery/cutlery/equipment/utensils after each service if in contact with guests.
- Staff should always wash and sanitize their hands at regular intervals and wear mask. Staff should also wear gloves when dealing with risky utensils. They should ensure that they do not touch their face when their gloves are on. They should sanitise their hand after removing their gloves.
- Staff to ensure prevention of cross-contamination. All sanitary protocols should be strictly observed at all times.
- All working surfaces to be cleaned and disinfected after each use.
- Covered pedal bins should be lined up with waste bags.



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