



belize
Tourism
**HEALTH
& SAFETY**

**ENHANCED HOTEL & RESTAURANT GUIDELINES
IN RESPONSE TO COVID-19**



BELIZE TOURISM BOARD

JUNE 2020



A MESSAGE FROM THE DIRECTOR OF TOURISM



Dear Valued Stakeholder,

Hospitality, at its core, is an industry of people taking care of people. The Belizean hospitality industry has a longstanding commitment to the highest standards of cleanliness and safety for our visitors and workforce. Now more than ever, this commitment is important as we prepare to host the post-COVID-traveler, and ready the tourism industry and our economy to reopen.

This initiative represents a new level of commitment to the tourism industry for the continued establishment, implementation and enforcement of standards that will protect both staff and guests, doing so in accordance with national and international guidance issued by public health authorities including Belize's Ministry of Health, the Centers for Disease Control and Prevention (CDC), Occupational Safety and Health Administration (OSHA), American Hotel and Lodging Association (AHLA), Caribbean Public Health Agency (CARPHA) and the World Health Organization (WHO). The guidelines presented represent best practices for the industry upon reopening, and it is anticipated that measures will evolve based on the progression of the virus and recommendations of public health authorities, in compliance with the Laws of Belize.

We look forward to safely welcoming back guests to our shores, and look forward to the support of the entire industry as we navigate the waters of our new post-COVID travel environment.

Sincerely,

Karen Bevens

Karen Bevens
Director of Tourism
Belize Tourism Board

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INTRODUCTION

This document outlines the enhanced health and safety protocols which are being introduced as part of the Government of Belize, the Ministry of Tourism, Ministry of Health, and the Belize Tourism Board's (BTB's) commitment to keep Belizeans, tourism dependent communities, and our visitors safe from the risks related to Sudden Acute Respiratory Syndrome Coronavirus 2 (SARS-COV-2) that can cause COVID-19.

As more information resulting from ongoing medical research, or the risk related to COVID-19 reduces (or increases), these protocols will be reviewed and revised accordingly.

The protocols presented in this document represent joint efforts and requirements of the Ministry of Tourism & Civil Aviation, the Ministry of Health, and the Belize Tourism Board in collaboration with Hospitality Training Services and various direct and indirect industry partners and stakeholders. The result of this collaboration is the official set of protocols for Belize, outlined. Owners and operators in the tourism sector may, at their discretion, include additional protocols as long as the requirements laid out in this document are satisfactorily met. The BTB will be conducting ongoing monitoring and evaluation of all licensed properties to ensure that the requirements laid out herein are adhered to.

With more than 40% of Belize's GDP resulting from tourism, we recognize that the re-opening of our borders for tourism in a safe and controlled manner must be done using a phased approach. Belize is known as being a top travel destination within Central America and the Caribbean, and given the country's management of the virus to date, we are perfectly poised to see further growth within the industry when tourism rebounds. These protocols therefore reflect our ongoing commitment to protecting the health and safety of the industry, its workers, Belizeans and our guests, while promoting a one-of-a-kind vacation experience.

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GLOSSARY

AHLA	The American Hotel Lodging Association
BOH	Back of House; normally the kitchen area of the restaurant but can also include staff areas such as laundry and maintenance and administration offices
CARPHA	Caribbean Public Health Agency
CDC	Center for Disease Control in the United States
Cluster	An aggregation of cases of a disease. A coronavirus cluster occurs when there is a concentration of infections in the same area at the same time.
COVID-19	An acronym created by the WHO that stands for the respiratory disease caused by the novel coronavirus (SARS-CoV-2). It stands for “corona virus disease of 2019”.
FOH	Front of House; normally refers to area in the restaurant where guests and servers are
MOD	Manager on Duty
MOH	Ministry of Health
NRA	National Restaurant Association in the US
OSHA	Occupational Safety and Health Administration
PPE	Personal Protective Equipment
SARS-CoV-2	The name given to the “novel” coronavirus that was first detected in late 2019 in the Chinese Province of Wuhan.
SOP	Standard operating procedures
WHO	World Health Organization or the health agency in the United Nations

GOLD STANDARD RECOGNITION PROGRAM



To meet the new health and safety challenges and expectations presented by COVID-19, the Belize Tourism Board (BTB) is launching its “Tourism Gold Standard” Recognition Program for hotels alongside the country’s national tourism guidelines.

The 9-point Program seeks to enhance health and safety standards for cleaning practices, employee and guest interactions, work place policies, and standard operating procedures. The goal is to instill confidence in employees and travelers of the cleanliness and safety of Belize’s hotels and restaurants while ensuring minimal impact on the guest experience. Under the Tourism Gold Standard Program, the Belize Tourism Board is making every effort to stop the spread of COVID-19, but will not be liable for any positive cases determined in Belize.

The Tourism Gold Standard Recognition Program will be a primary mechanism for promoting Belize as a safe destination. Properties who wish to be recognized as having met the program requirements, must complete and submit a declaration which will confirm the program implementation. Hoteliers will receive direct communication from the BTB on how to confirm their declaration. Once approved by the BTB, an official Certificate of Recognition will be issued for placement in your hotel lobby, and for use in your marketing efforts.

The Tourism Gold Standard Recognition Program checklist can be found on page 10 of these guidelines.



GOLD STANDARD RECOGNITION PROGRAM 9 POINT CHECKLIST



01

Appoint a “Gold Standard Program Manager” (Program Manager) to implement protocols and ensure compliance

02

Implement Monitoring & Reporting – to conduct non-invasive temperature checks and utilize the Tourism Health Information System (ThiS)

03

Ensure Social Distancing Protocols for workers and visitors

04

Implement Enhanced Cleaning & Sanitization Procedures – increased disinfection of common areas, face masks, and personal protective equipment (PPE) for workers, visitors, and guests

05

Develop a Response Plan – rapid, and clear plan to manage Covid-19 suspect cases

06

Ensure Clear & Consistent Communication – Ensure clear, consistent, frequent communication with employees and guests relating to the protocols and their impact

07

Install Sanitization Stations – ensure sufficient access to sanitization across the property

08

Deploy Technology – introduction of digital technologies for transactions, check-in/out, online ordering, ticketing, etc. to reduce physical interactions

09

Implement a Training Plan – training for workers to ensure they are prepared to manage and implement the new protocols based on their role.

#1 Appoint a Gold Standard Program Manager (“Program Manager”) to implement protocols and ensure compliance

The Program Manager will:

- Develop and implement the health and safety plan for the property
- Ensure that all employees receive adequate training in carrying out the new protocols
- Conduct regular spot checks throughout the property and observe that protocols are being enforced
- Serve as the main point of contact for all health & safety issues, employee and guest complaints; document and investigate all complaints

Depending on the size of the property, the Program Manager can be a full-time position or the duties may be allocated to an existing employee such as Owner, Director, Manager or Supervisor. The plan should address all steps being taken to sanitize or otherwise modify the hotel to minimize the risk of an outbreak or contagion event in the establishment, and should be updated regularly as the situation evolves.

#2 Implement Monitoring & Reporting

The hotel must implement a process to conduct non-invasive temperature checks (infrared thermometer) of all individuals entering the hotel property.

- Employees – Temperature checks should be conducted on employees daily. Checks should be done at the staff entrance by either security personnel, or a Manager on Duty prior to entering the property. This should be done twice daily: upon arrival for work and then another time during shift. Logs should be maintained for each check made.
- Guests – Upon arrival, a temperature check should be conducted for each guest and noted in a declaration form or log-book.
- Vendors, suppliers & contractors – Points of entry for vendors, suppliers and contractors should be limited to allow for temperature checks to be conducted.

Employees should be trained to observe and monitor the symptoms of potential cases:

Most common symptoms:

- Fever
- Dry cough
- Tiredness

Less common symptoms:

- Aches and pains
- Headache
- Sore throat
- Loss of taste or smell
- Diarrhea
- A rash on skin, or discoloration of fingers or toes
- Conjunctivitis



Serious symptoms:

- Difficulty breathing or shortness of breath
- Chest pain or pressure
- Loss of speech or movement

Individuals with any serious symptoms should seek immediate medical assistance. **The Ministry of Health Hotline (0-800-MOH-CARE)** should first be contacted for guidance before visiting a doctor or health facility. On average it takes 5–6 days from when someone is infected with the virus for symptoms to show, however it can take up to 14 days.

Employees with a temperature above 100.0°F should not be allowed entry to the property and will be directed towards appropriate medical care. Vendors, suppliers and contractors who refuse a temperature check should be denied entry to the property, and any individual confirmed to have a temperature over 100.0°F should be directed towards appropriate medical care.

Guests displaying a temperature over 100.0°F should be taken to a private area for a secondary temporal temperature screening. Those confirmed to have a temperature over 100.0°F will be taken to a temporary designated “quarantine/isolation area until MOH officers arrive to conduct testing. Where this is not possible, arrangements must be made to safely transport the guest to a designated public health clinic, hospital or ward, after consultation and upon instruction from MOH.

It is essential that properties utilize the *Tourism Health Information System (THiS)* to collect information on guest and employee health.

- Hotels must register to be a part of the web-based Tourism Health Information System (THiS) app to collect real-time data on the health status of guests and employees
- THiS will assist the Ministry of Health in the early detection and response to possible health threats and to minimize the spread of disease.

#3 Ensure Social Distancing Protocols

All properties are required to adhere to the government imposed social distancing measures which require all individuals to observe six (6) feet between one another in all public spaces. Where social distancing is not possible (i.e. kitchens, laundry rooms, administration offices, etc.), ensure that employees wear appropriate PPE (masks, gloves, etc.) and limit the number of personnel in these spaces. The layout of the property’s restaurant, pool lounge area, gym, business center, and other public spaces should be arranged to ensure appropriate distancing.

Upon check-in, guests should be briefed on the social distancing protocols and advised to adhere to these measures, especially when in public spaces and around other groups of people not traveling with them.

Queue management – Limit the number of guests gathering within or outside the property and ensure queues are fast-moving.

Examples: staggering guests queueing at reception/information/check-in counters and other common facilities such as function rooms etc., and clearly demarcating queuing areas by using floor markers to ensure social distancing is adhered to.

Seating management – Ensure social distancing is maintained in waiting areas, and between tables and chairs. Family members who wish to seat together can continue to do so, but social distance should be maintained between different groups of guests.

Examples: spreading out the assignment of tables and seats, to increase space between individual tables and seats; revising the layout of tables, chairs and benches with at least 6 ft spacing in common facilities such as function rooms, waiting areas, lounge areas, business centers, pool area, gyms etc.

For event guests, examples can include but not limited to, leaving one or two vacant seats between guests or implementing chequerboard seating; spreading the layout of tables and seats to ensure a safe distance of at least 6 ft between guests.

Communication & Signage – Ensure that signs and posters are strategically placed throughout the property to clearly communicate the social distancing measures which are being enforced and the importance of adhering to these measures. Employees should also be trained in the importance of social distancing.

#4 Implement Enhanced Cleaning & Sanitization Procedures

Develop and implement processes to disinfect common areas more frequently for premises/areas with high traffic flow. Common facilities include, but are not limited to, the following:

- Hotel lobby
- Reception desks
- Public areas
- Elevators, including buttons, railings, handles, etc., where applicable
- Doors, including but not limited to, doorknobs and handles
- Handrails of escalators and staircases, where applicable
- Restrooms
- Function rooms, where applicable
- Swimming/spa pools, where applicable
- Fitness center, where applicable
- Business center, where applicable
- Restaurants and Bars
- Other common areas

Ensuring employees adhere to good personal hygiene practices – Develop processes or use relevant collaterals to educate employees on infection control and good personal hygiene. Employees should receive regular training in this area, and new employees should be briefed during the on-boarding process.



Appropriate PPE must be worn by all employees, the extent of which will be dependent upon their role and responsibilities and in adherence to local regulations and guidance. Training on how to properly use and dispose of all PPE is mandatory. All employees are required by law to wear a face mask while at work. Gloves and face masks should be provided to all employees especially those whose duties require them, including housekeeping, public area attendants, and security officers in direct contact with guests.

#5 Develop a Response Plan

A rapid, clear plan of action should be developed to manage any employee, guests, or tenants who are suspected of having COVID-19. The Plan should include:

- Contact details of the Program Manager who will serve as the link between the suspected case and the health authorities.
- Identification of a designated quarantine/isolation area for suspected cases, including identification of the route to be taken to this area. Suspected guests, should be quarantined in their room to avoid further spread and/or contamination of the property.
- Provisions for keeping a COVID-19 positive case onsite for an extended period. Positive cases would not be moved unless they are required to be hospitalized.
- A plan to transport/transfer suspected cases to designated medical centers or hospitals for treatment after consulting with MOH.
- A process to protect remaining employees, guests, and tenants, and evacuate if necessary.
- Procedures to assist with contact tracing should it be deemed necessary.
- Procedures that will be enforced to clean and disinfect the premises if a case is identified COVID-19.
- Procedures to disinfect quarantine/isolation area immediately after identified as COVID-19. The guest room should not be returned to service until the case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing a thorough sanitization and disinfection by a licensed third-party expert.

#6 Ensure Clear & Consistent Communication

Clear, consistent, and frequent communication with employees, the community, and your guests is important in ensuring awareness is built and measures adhered to.

Publicize your Health & Safety Plan - This is the blueprint for the elevated efforts being made and to assure guests that your hotel is safe and clean. Ensure that this plan is available to all prospective guests to provide a sense of security so that they can feel comfortable in their choice to stay at your hotel.

Employee Communication - Communicate the following regularly with employees:

- Program protocols and any changes that may be taking place
- Roles, responsibilities and how they can contribute to the effectiveness of the Program, and
- Implications and potential consequences of not adhering to protocols

Guest Communication - Guests should be advised of the enhanced health and safety protocols for the destination and your property prior to arrival; it is recommended that this be done during the reservation/booking process.

Electronic communication of these protocols is recommended in an effort to reduce the volume of printed materials. Information can be provided via email, through the hotel website

or app. Under the new protocols, printed materials in guest rooms is discouraged as it cannot be reused; printed material should be properly disposed of if left behind or not used by the guest. Marketing material should only be reused if it is laminated or placed inside of a vinyl sheet cover which can be sanitized between guests.

Signage – Ensure adequate signage is strategically placed throughout your property to create awareness of protocols and to guest employees and staff an adhering to social distancing measures.

#7 Install Sanitizing Stations

The hotel must ensure that hand sanitizing stations are strategically placed throughout the property, especially in high traffic areas such as reception, entrance to the restaurant/ bar, function rooms, elevators, etc. It is also recommended that each guest room have a supply of hand sanitizer for guests.

Under the new national protocols, face masks are required to be worn in public by all adults and children over the age of six (6) years. Guests must be advised of this requirement prior to arrival to ensure that they are prepared. Should a guest require a mask on arrival, the property should make one available (complimentary or at cost).

#8 Deploy Technology

Properties are encouraged to deploy the use of technology across their properties to reduce physical contact wherever possible. This includes technologies such as:

- Contact-less payment methods
- Online check-in/out
- Online menu ordering
- Digital ticketing

#9 Implement a Training Plan

Employees should receive adequate, and regular, training to ensure that they are prepared to manage and implement the new protocols based on their role.

Each training session should be documented, and information logged relating to:

- Date of training
- Employees participating
- Topic covered
- Any amendments to hotel procedures documented with actions to be taken for monitoring and evaluation

Some important areas for employee training include:

- Health & Safety Workplace practices
- COVID-19 facts, prevention, importance of social distancing, proper PPE usage and disposal
- Skills, Tasks, Job breakdown for: Restaurant staff, Kitchen staff, Housekeeping staff
- Food Handler's or Servesafe training for food service employees

Training must be provided for all staff including management team, front line workers, and administration staff.



GENERAL HOTEL PROTOCOLS

The following section details general protocols to be adhered to across all areas of the hotel. Protocols set out in this document are to be adhered to by all licensed hotels, resorts, condominiums, and vacation homes in Belize providing tourist accommodations.

Cleaning

- All cleaning staff must wear appropriate PPE while conducting cleaning duties and receive guidance on what to wear for specific activities.
- All laundry and reusable linens must be washed in water at 60 °C or above.
- All food service items (plates, cutlery, cups, glassware, serving trays etc.) should be washed in water at 80°C or above.
- All high touch surfaces and areas should be sanitized on a more frequent basis throughout the day, including door handles, desks, counters, restrooms, elevator buttons, etc.
- Ensure that regular maintenance is carried out on air conditioning vents and filters to promote good air quality.
- Train all employees in proper donning, removal and disposal of PPE.

Employee Wellness

- Maintain contact with employees and communicate the reopening plan clearly to allow for a smoother transition back to operations and management of training.
- Ensure all employees are healthy upon their return to work using a checklist or other appropriate measure.
- Take the temperature of each employee upon arrival for their shift. Those with an elevated temperature or visible symptoms should be reported to the MOH immediately for further guidance.
- Encourage employees to practice social distancing, avoid congregating in break and lunch rooms, avoid sharing desks, phones, computers, etc., and regularly sanitize their workstations using an alcohol-based spray or wipe.
- Employees must wear a face mask throughout their work shift and during interactions with guests, and should practice proper hand hygiene.
- Implement an Employee Assistance Program (EAP) including counseling or other means of mental guidance and relaxation. This would assist employees with access to mental health services should it be required.

Common Areas & Hotel Entrances

- Keep entrance doors open, or have doors manned by one person to reduce surface contact.
- Use floor markers to assist with social distancing and line spacing for queues and ensure that physical distancing is enforced in and outside of the hotel, especially with guests not traveling together.
- Install sanitizing stations throughout the property.
- Install signage to remind employees and guests of the protocols throughout the property.

Guest Relations

- Remind all guests to bring an adequate supply of face masks for each member of their group. Consider having a supply on hand to provide to guests who do not have either complimentary or at cost.
- Train employees on how to courteously remind guests of protocols if they are found in violation or make a request that cannot be carried out.
- Offer outdoor guest activities where possible, and ensure indoor activities and events are adequately ventilated.

Reporting

- Ensure that all suspected cases are reported to the Ministry of Health immediately at 0-800-MOH-CARE.
- Log all details of the suspected case including date and time, symptoms, age and gender of the suspected case, activities they engaged in, and names of any individuals who may have come into contact with them.
- Ensure all employees know who the Gold Standard Program Manager is, and signs and symptoms they should look for.
- Register for and utilize the Tourism Health Information System (ThiS) to collect information on guest and employee health.

Supplies

1. Infrared, no-contact, or hand held thermometers (one per entrance, and one for staff)
2. Face Masks (enough for each staff member for each shift to have at least one)
3. Alcohol-based hand sanitizer (70% alcohol or above)
4. Medical grade Personal Protective Equipment (PPE) (face masks, face shields, etc. – see page 48 for more details on PPE)
5. Spray disinfectant/wipes
6. Single use paper napkins or towels
7. Soap dispensers and/or hand sanitizing stations
8. Cleaning agents (including those with 70% alcohol or above)
9. Hands-free garbage cans with covers
10. Measuring device (tape measure, yardstick, 6 ft. pole etc.)
11. Indicators (flags, floor markers, stakes, cones etc.)
12. Signage for protocols, awareness regarding symptoms and Ministry of Health contact information for both Back and Front of House

All required supplies are to be provided by the property, and employees should be provided with the necessary PPE to safely carry out their duties. Suggested suppliers are on page 53. If an employee is not provided with the requisite equipment as it relates to these protocols, the property will be in violation and can be reported to the BTB and MOH.



SPECIFIC PROTOCOLS BY CATEGORY

Specific Protocols – Arrival at the Hotel/Resort Transportation to the Hotel & Welcome

- Avoid transporting groups of guests who are not traveling together. Ensure that the guest shuttle is sanitized before picking up guests, that guests have access to hand sanitizer, and that the vehicle is disinfected once guests arrive at the property.
- Clearly identify where guests should wait before entering the lobby, and strictly enforce physical distancing inside and outside of the property.
- Guests should enter through doors which are automated, propped open, or manually operated by an employee to avoid contact.
- Ensure that the temperature of each guest is taken and logged upon arrival. The selection of equipment should be dependent on the size of the property and the volume of guests. Infrared thermometers which provide a contact-less solution are recommended. Those with an elevated temperature and/or visible symptoms should be documented and moved to a designated quarantine/isolation room on the property, and the MOH contacted immediately to determine the next steps.
- Disinfect these areas continuously throughout the day and upon an employee shift change.

Reservations/ Check-in

- Wherever feasible allow for contact-less, digital check-in.
- Inform guests of the new COVID-19 safety protocols.
- Ensure that each guest has a face mask and enforce its use in all public/common areas. Where a guest does not have a mask, offer a complimentary one or have masks available for sale.
- Direct guests to where they can access digital copies of the safety protocols or have these available in guest rooms. If made available in hard copy, ensure that the pages are laminated or protected inside of a vinyl sheet covering to allow for sanitization. At a minimum, guests should be provided with information on:
 - Steps being taken to protect employees and guests
 - Expectations while on property
 - Contact information for the Gold Standard Program Manager for health and safety concerns
 - Procedures for reporting suspected COVID-19 cases or possible exposure.
- Where possible, utilize digital key cards. If traditional keys are used, ensure that these are properly sanitized between guests. Holding of keys at the front desk is discouraged to minimize the contact between exchanges.
- Coordinate room cleaning schedule with guests to minimize contact and entry to the room (i.e. rather than daily cleaning, guest may choose cleaning every other day or every third day, depending on the length of stay).

Escort to Rooms & Luggage

- Escort guests to rooms if requested, and maintain social distancing. Do not enter the guest room; inform guests that should they have a question about operating an item in the room, or accessing an amenity, to call the front desk for assistance.

- All guest luggage should be sanitized upon arrival at the hotel/resort
- Sanitize luggage carts after each use
- Luggage can be delivered to the guest room, but will be left outside.
- Restrict access to luggage store rooms to employees only
- If golf carts are used to transport guests to their room, do not transport more than one group at a time. Sanitize the golf cart after each guest, and at the end of each day.

Front Desk

- Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible.
- Floor markers to be installed in areas where guests are required to be in line to maintain social distancing.
- Consider creating a separate check-in/out area if front desk area is expected to get over-crowded.
- Where possible, Check-in counters are to be retrofitted with separators (plastic or glass) and a retractable tray to accept cash and facilitate the use of credit card machines.
- Introduce the use of technology, such as contact-less payment methods, to reduce direct contact with guests.
- Hand sanitizers should be available on all counters.
- Prior to arrival, inform guests of the new health and safety measures, and the specific actions taken by the property to secure everyone's wellbeing. Ensure once on property, that guests know how to access this information.
- Installation of signage with health and safety reminders throughout the property, and the use of digital message boards for communication where possible.
- Implement a guest questionnaire to gather information on travelers and assist with contact tracing.

This questionnaire should include:

1. Travelers contact information (name, age, address, contact number, number of guests in party)
2. Country of residence
3. Tentative itinerary in-country
4. Declaration that he/she has not had any symptoms associated to COVID-19 in the last 14 days

Hotel Transportation, Information & Tour Desks

- The vehicle (car, van or bus) must be disinfected properly after each passenger drop off, and before picking up new riders. All vehicles are required to have hand sanitizer readily available for all passengers, and drivers should encourage passengers to sanitize their hands before boarding the vehicle.
- Driver and passengers must always wear a face mask. Driver is required to wear gloves when handling doors, luggage and passenger's personal property.
- Guests should not be permitted in the front passenger seat.
- If possible, the driver section should be segregated with a temporary plastic, acrylic or transparent sheet.



- Ensure that the information desk &/or tour desk has adequate supply of hand sanitizer.
- Information and tour desks should discontinue the use of shared brochures and magazines.
- Store all brochures and pamphlets behind the desk/counter and only share when a guest asks, to avoid touching and leaving of brochures. Substitute attractive signage for counter top displays.
- Disinfect these areas continuously throughout the day and upon an employee shift change.

Common Areas & High Touch Surfaces

Lobbies & Sitting Areas

- Rearrange floor plan to allow for 6 ft. physical distancing with the tables, chairs, benches etc., and discourage congregation of guests.
- Remove self-service stations (water, coffee, tea, snacks) from reception areas, and any shared materials like magazines, books, and brochures.
- Install hand sanitizing stations and encourage guests to sanitize their hands continually during their stay.
- Disinfect common area furniture, and high touch non-porous surfaces continuously throughout the day, and at least once every 60-90 minutes.
- Based on physical distancing guidelines, determine the new capacity of the restaurant/bar (if applicable) and post signs listing this new capacity.

Elevators

- Post signs for carrying capacity and limit the number of guests from separate parties who can share the elevator (if applicable) to limit contact and possible contamination
- Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.
- A hand sanitizing station must be located at the elevator lobby.
- Consider providing disinfecting wipes or install a disposable napkin holder and encourage the use of these to press the buttons.
- Ensure that the safety instructions and elevators rules are clearly visible in the elevator lobby and inside each elevator unit.

Bathrooms

- Install hand sanitizers at the entrance to the bathrooms.
- Ensure that floor markers are installed to guide patrons where the line forms should waiting occur.
- Utilize hands-free garbage cans with covers for no-touch waste disposal.
- Remove reusable hand towels and refrain from using air dryers. Only disposable hand towels are to be used.
- Sanitize bathrooms at least every two (2) hours.

Business Centers

- Secure physical distancing of 6 feet between work stations.
- Determine the new carrying capacity and limit the number of guests in the area based on this new capacity.
- Disinfect each desk, equipment (keyboards, mouse, monitor) and work area after each guest has left.

Guest Rooms

Housekeeping

1. Offer guests a relaxed housekeeping schedule to minimize contact; this can be coordinated during check-in.
2. Housekeeping staff must wear single-use face masks, aprons, and closed toe shoes when servicing rooms.
3. Ensure that waste bins have a disposable liner to collect and dispose of waste easily.
4. Discontinue turn-down service to reduce contact and entry into the guest room, where applicable.
5. Remove and replace all soiled linens and towels and transport to the laundry for cleaning.
6. Disinfect all in-room high touch points.

Room Amenities

1. Remove all extra pillows, blankets, and linens to limit exposure, and provide extra items upon request. Deliver items in a single use plastic (where possible).
2. Add hand sanitizer to rooms where possible.
3. Suspend mini-bar service and in-room sale of items until further notice. Fridge does not have to be removed from the room, but it must be properly cleaned and disinfected.
4. All reusable collateral to be removed from rooms; critical information can be electronically posted. Also consider providing guests with marketing material (i.e. BTB Tourism Health & Safety: The Gold Standard Travel publication, or other property specific materials, during check-in or place a sign with the QR code within the room.)
5. A cleaning and disinfection certification card must be placed on the door after finishing the cleaning service, and before leaving the room. The card must state that the room was properly cleaned and sanitized and must be signed with the date and time of the service.

Restaurants/Bars

Food safety and cleanliness will be subjected to increased scrutiny and visibility into the adherence of restaurants to a higher level of quality. This may be imposed and enforced by the Ministry of Health. As restaurant operators, it will be imperative to respond quickly and decisively to any concerns raised through any of these channels in order



to avoid the stigma of being considered less-than-committed to providing a quality product in a safe and clean environment.

Seating

1. Where possible, natural ventilation of restaurants and bars is encouraged.
2. Determine the new capacity of restaurants/bars based on physical distancing guidelines and post signs listing the new maximum capacity in a visible area at the entrance, but before entry.
3. Place floor markers to assist guests in the waiting area and outside of the restaurant if it is full; ensure that furniture in this area allows for physical distancing.
4. Remove shared, self-service items (toothpicks, mints), and provide upon request.
5. Encourage guests to wash their hands prior to entering the restaurant and ensure that hand sanitizer is available at the restaurant entrance.
6. Employees must wear face masks at all times, and employees handing items to customers must wear gloves. Patrons may remove face masks once seated.
7. Large groups should be encouraged to make reservations to ensure that adjusted seating capacity can be maintained. Maximum group size should be no more than 10 individuals.
8. Discourage communal seating/tables unless physical distancing can be maintained.

Table Service

1. Eliminate all table presets. Cutlery, glasses, napkins and any table setting such as candles and flowers must be brought to the table by the wait staff after customer is seated.
2. Condiments should be brought upon request and must be sanitized after each use. These includes salt and pepper shakers, spices, ketchup, mayonnaise, mustard, hot sauces, sugar jars and packets to list a few.
3. Reusable menus should be discontinued, unless laminated (to allow for sanitization between guests). Where possible, use digital menus or the hotels website or social media pages to display the menu instead of physical menus. Provide complimentary Wi-Fi in the restaurant to allow for this, where possible.
4. Salad bars, buffets, and beverage service stations that require customers to use common utensils or dispensers is highly discouraged. Where these continue, they must have sneeze guards in place. Change, wash and sanitize utensils frequently and place appropriate barriers in open areas. Alternatively, cafeteria style (worker served) is permissible with appropriate barriers in place.

Room Service/Take Away

1. Encourage room-service, carry-out/take-away options for in-room dining
2. Identify a location within or outside of the restaurant to facilitate carry-out/takeaway orders, and where possible, offer curb-side delivery.
3. Deliver room service items to the door; do not enter the guest room. Ensure that all room service items are covered while being transported to the room, and ensure that all cutlery is properly wrapped.

Payment

1. Research and invest in new technology that will allow for contact-less payment systems, automated ordering systems.
2. Use of mobile ordering apps, website updates and simple texts can help you to communicate and conduct business with reduced need for close contact.
3. Sanitize cheque presentation folders after each guests handling and use.

Remember to:

- Communicate with customers (your hours, menu items, reservations, etc.), and help promote your social distancing and safety efforts.
- Advise third-party delivery drivers and any suppliers that you have internal distancing requirements.
- Look into redesigning your menu to ensure more “transport-friendly” items, packaging, and an internal, external, or hybrid delivery strategy. While a number of customers will celebrate the end of COVID-19 and return to restaurants as a show of support and solidarity, many will be cautious and wait for some period of time.
- If possible, make your own food deliveries and avoid additional fees from the current crop of delivery service providers, as well as stay in control of food safety standards.

Bars

1. Guest congregation at the bar area is not allowed.
2. Bar seating is only allowed when the 6 feet safe distancing is applied.
3. Guests must be 6 ft. apart from reaching items such as napkins, straws, glasses, condiments
4. Surfaces must be sanitized after each guest (bar top, chairs and railings for example).

Pools, Hot Tubs & Beaches

- Guests must be advised that while swimming, face masks do not need to be used as they pose a drowning hazard. Children under the age of six (6) years do not require a mask. Signage should be placed in these areas indicating same.
- Adjust all pool and beach seating/umbrellas to adhere to physical distancing.
- Sanitize seating after each guest/party use.
- Provide hand sanitizer in strategic locations for patrons.
- Enforce physical distancing for beach vendors, and ensure that they wear a face mask

CDC guidance suggests there is no evidence that COVID-19 can be spread to humans using pools and hot tubs. Proper operation, maintenance, and disinfection (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.

The following is recommended:

- Patrons must rinse-off/shower before entering pool
- Capacity should be adjusted to allow for physical distancing.



Casinos

1. Determine the new capacity based on the square footage of the property divided by the physical distancing occupancy figure and post signs listing the new maximum capacity in a visible area at the entrance, but before entry.
2. Require guests to sanitize or wash hands upon entry and wear a face mask.
3. Utilize signage near gaming tables to encourage physical distancing while waiting to use machines.
4. Utilize signage or lock off machines/seats to adhere to physical distancing guidelines.
5. Install sanitizing stations throughout the casino &/or make available disinfecting sprays and disposable towels for patrons to use to clean machines and chairs before and after use.
6. Discourage congregation of patrons near seated individuals
7. Ensure that cards, dice, chips, surfaces and equipment are sanitized frequently throughout opening hours.
8. Utilize floor decal markers to allow for physical distancing at the cashier.

Gyms/Fitness Center

1. Determine the new capacity of the gym based on physical distancing guidelines and post signs listing the new maximum capacity in a visible area at the entrance, but before entry.
2. Ensure that hand sanitizer is available at the entrance to the gym.
3. Remove self-service refreshments (i.e. water), and any shared material such as magazines and books.
4. Provide sanitizing spray and disposable towels for patrons to wipe gym equipment before and after each use. Provide a bin with no-touch foot pedal to dispose cloths.
5. Discontinue changing room showers.
6. Remove any reusable hand towels and discontinue use of air dryers. Only disposable hand towels should be used.
7. Sanitize bathrooms regularly (at least every 2 hours).
8. Adjust the spacing and layout of gym equipment to allow for physical distancing on machines, open floor space, and free weight areas.
9. Place signage to advise patrons that they are required to sanitize machines and equipment before and after each use.

Health & Wellness Spas

1. Where possible, require that patrons complete a health/medical history form and ask about potential exposure to COVID-19 and take the temperature of all patrons prior to beginning any treatment. Patrons with an elevated temperature (above 100.0 F) should not be treated.
2. Where possible, allow patrons to complete the form digitally to reduce contact with stationery items.
3. Ensure that hand sanitizer is available for patrons. Require all patrons to sanitize or wash their hands upon entering the spa and before starting their treatment.

- Remove self-service refreshments, and shared magazines, books, etc.
- Discontinue the use of changing rooms/showers.
- Remove reusable hand towels and discontinue use of air dryers. Utilize only disposable hand towels.
- Sanitize bathrooms regularly, and at least every two hours.
- Determine which treatments can be done safely for the patron and the employee and consider limiting the number of treatments available for guests.
- Consider discontinuing spa treatments which include high contact with the face, nose and mouth (ex. Facials, lip scrubs, etc.)

Laundry

1. Linens, towels and laundry shall be washed in accordance with best practices guidelines, including washing items as appropriate in accordance with the manufacturer's instructions.
2. Where possible, launder items using the warmest permissible water setting for the items and dry items completely.
3. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.
4. Guest linen should be delivered and removed from guest rooms in single use sealed bags (where possible)
5. Bed linens must be changed at least every two days, or when requested by the guest if before the minimum established.
6. All beds must be stripped after each guest stay, even if a bed is not used.
7. Bathroom towels and toiletries must be replaced after each customer's stay. Unused towels and toiletries should not be reused.

Departure

Check-out

- Where possible, offer contact-less check-out, or an express check-out to allow for billing to the credit card on file.
- Encourage Point of Sale (POS) systems to reduce cash transactions. Sanitize the credit card terminal after each use.
- Sanitize keys after guest check-out when keys are reusable. Consider implementing a 'drop-box' for keys to limit contact. The staff member who removes these keys must wear gloves when removing and during the sanitization process.
- Sanitize the reception area after each guest.





RECOMMENDED CLEANING GUIDELINES

The BTB recommends that stakeholders take the following steps when the following risk profiles are presented. This 3-tiered guidance is informed by public health reports and our understanding of the scientific characteristics of underlying causes.

LEVEL	GREEN: Standard Prevention	YELLOW: Risk Reduction	RED: Remediation
DESCRIPTION	RISK PROFILE: No known outbreak in your geographic area	RISK PROFILE: The potential exists for an outbreak in your geographic area	RISK PROFILE: A publicly declared outbreak in your facility or region is disrupting normal business
ACTIONS	Follow current procedures	Educate employees on infection control, PPE use and communicate Infection Control Procedures	Follow current procedures
	Regularly revisit training to ensure compliance	Assess your preparedness status and collaborate with vendor part	Regularly revisit training to ensure compliance
	Maintain standard hygiene and sanitizing/disinfection practices	Evaluate facility usage, lead times and stock shelf life and their impact on ordering supplies	Maintain standard hygiene and sanitizing/disinfection practices
		Increase frequency of standard procedures	Enhance procedures to respond to an outbreak in your facility, designed to break the chain of infection or illness
			Facilitate training for heightened procedures
			Perform heightened procedures using approved products
			Plan for deep cleaning and reopening procedures after down time or quarantine

<https://www.osha.gov/Publications/OSHA3990.pdf>



Ensure Environmental Hygiene

Now more than ever, it is critical that employees understand and explicitly follow proper cleaning and disinfection procedures.

Consider:

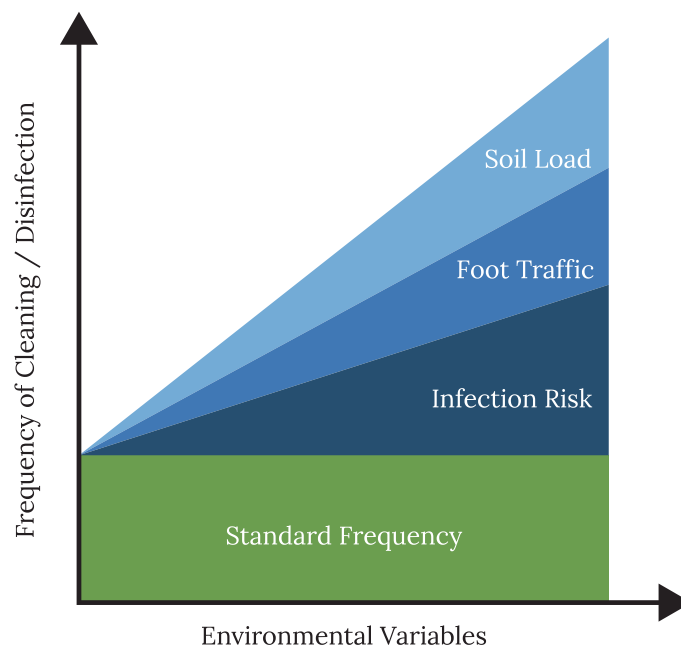
- Selecting the proper solution(s) for the job (i.e., product, tool and application method)
- The importance of contact time to achieve disinfection
- Increasing frequency of cleaning and disinfection as infection risk, foot traffic and soil load increases
- Increased awareness of safety considerations (disposable PPE, etc.)

The following guidance reinforces the importance of the 5 Factors of Clean, particularly overall procedures, to ensure you can return to operation quickly and with peace of mind that you've done everything you can to protect your employees and guests.

Determine Frequency of Cleaning & Disinfection

As infection risk, foot traffic or soil load increase, frequency of cleaning and disinfection should also increase. Many variables should be considered when determining frequency of cleaning and disinfection in each area of your operation including:

- Infection Risk
- Foot Traffic
- Soil Load



Frequency should be determined at the unit level and re-evaluated as environmental variables change.

Disinfecting non-food contact surfaces (During/After an Outbreak)

- **PRE CLEAN** - visibly soiled areas by removing things such as food or dirt. For surfaces with no visible soil, no pre-cleaning is required.
- **DISINFECT** - Use an EPA registered disinfectant approved for use against SARS-CoV-2 (the virus that causes COVID-19). Refer to the product label for directions for use.
- **WAIT** - Allow the surface to remain wet for the time indicated in the directions for use on the product label.
- **RINSE** - Rinse the surface with potable water.
- **SANITIZE** - Sanitize food contact surfaces using an EPA-approved food contact sanitizer according to label directions.
- **DRY** - Wipe the surface or allow to air dry

Disinfectant Application Methods

Follow product label directions for use when applying to ensure adherence to surface wetting and contact time, PPE, compatibility, and any required rinse post-application.²

	How it Works	Benefits	Consideration
Trigger Spraying	Manual trigger pulls apply a coarse spray of disinfectant to cover surface	1. Cost effective 2. Heavier spray for precleaning when needed 3. Adjustable nozzle for wider or more directed spray	1. Manual application 2. May need to manually dry surfaces after desired contact time
Pressure Spraying	Pressurized tank allows for continuous coarse spray to cover surface	1. Continuous spray 2. Heavier spray for precleaning when needed 3. Coat larger areas more easily than with manual spray	1. Specialized equipment 2. Intermittent manual or mechanical pressurization required 3. May need to manually dry surfaces after contact time
Electrostatic Spraying	Powered continuous electrically charged spray evenly coats surfaces	1. Continuous spray 2. Charged particles evenly coat surfaces 3. Even coating of surface allows for more effective air drying	1. Specialized equipment 2. May require a separate application method for pre-cleaning 3. Need to ensure enough application to allow proper contact time before drying

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>



How to know if disinfectants are approved for use against the novel Coronavirus?

Find the EPA Registration Number on the product label

EPA Reg. No. 6836-349-1677

Base Registrant Company Number Product Number Sub-Registrant Company Number

Not all products have a three-part EPA Registration Number. Ecolab-owned registrations are only two-parts.

To verify your product is on the list of [EPA registered antimicrobial products for use against novel coronavirus](#), match the first two parts of the EPA Registration Number.

Note: Searching by product or company name will not yield full approved list.

↓

List: Disinfectants for Use Against SARS-CoV-2

Let's find products that meet EPA's criteria for use against SARS-CoV-2. Use the EPA's list of registered antimicrobial products for use against SARS-CoV-2. You can find the number on the product label. Just look for the EPA Reg. No. Three numbers may be separated by hyphens. The first two numbers are the EPA's registration number. The third number is the product number. The product number is the EPA's registration number. The product number is the EPA's registration number. The product number is the EPA's registration number.

EPA Registration Number	Active Ingredients	Product Name	Company	Follow the distribution directions and application for the following uses
6836-349-1677	Quaternary ammonium	14 Plus	Ecolab, Inc.	Disinfection
6836-349-1677	Quaternary ammonium	14 Plus	Ecolab, Inc.	Disinfection
6836-349-1677	Quaternary ammonium	14 Plus	Ecolab, Inc.	Disinfection
6836-349-1677	Quaternary ammonium	14 Plus	Ecolab, Inc.	Disinfection
6836-349-1677	Quaternary ammonium	14 Plus	Ecolab, Inc.	Disinfection

EPA list of registered antimicrobial products for use against novel coronavirus, the cause of COVID-19.

HOW TO CLEAN AND DISINFECT

Hard (Non-porous) Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered household disinfectants should be effective.
- A list of products that are EPA-approved for use against the virus that causes COVID-19 is [available here](#). Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.
- Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted. Bleach solutions will be effective for disinfection up to 24 hours.
- Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3 cup) bleach per gallon of water or
 - 4 teaspoons bleach per quart of water

Soft (Porous) Surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces.
- If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.

Electronics

For electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines, remove visible contamination if present, and

- Follow the manufacturer's instructions for all cleaning and disinfection products.
- If no manufacturer guidance is available, consider the use of alcohol-based wipes or sprays containing at least 70% alcohol to disinfect touch screens. Dry surfaces thoroughly to avoid pooling of liquids.

Linens, Clothing, and Other Items That Go in the Laundry

- In order to minimize the possibility of dispersing virus through the air, do not shake dirty laundry.
- Wash items as appropriate in accordance with the manufacturer's instructions. If possible, launder items using the warmest appropriate water setting for the items and dry items completely. Dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Clean and disinfect hampers or other carts for transporting laundry according to guidance above for hard or soft surfaces.

Cleaning Products & Tools

What products do you need?

- Multi-Purpose Disinfectant
- Bleach Solution
- Alcohol & Peroxide Related Products
- Glass Cleaner
- Floor Cleaner
- Air Freshener/Room Refresher
- Stainless Steel Cleaner
- Disinfectant Wipes
- Hand Soap
- Hand Sanitizer

What tools do you need?

- Refillable spray bottles
- Trigger sprayers
- Sanitizer pail
- Microfiber cloths
- Putty knife
- Vacuum
- Dust pan/broom
- Mop/bucket
- "WET FLOOR" sign
- High-duster, gloves
- PPE



DETAILED CLEANING BY LOCATION

Public Areas – Lobbies, entrances, hallways, etc.

What products do you need?

Multi-Purpose Disinfectant, Food Contact Sanitizer, Glass Cleaner, Floor Cleaner, Air Freshener/Room Refresher, Stainless Steel Cleaner, Disinfectant Wipes, Hand Soap, Hand Sanitizer

What tools do you need?

Refillable spray bottles, trigger sprayers, sanitizer pail, microfiber cloths, putty knife, vacuum, dust pan/broom, mop/bucket, window scrubber/squeegee, 'Wet Floor' sign, high-duster, gloves, PPE

Cleaning and disinfection guidelines

1. Refer to product labels for complete directions for use.
2. Place 'Wet Floor' sign.
3. Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.
4. Clean and disinfect all hard, non-porous surfaces focusing on high-touch surfaces using a multi-purpose disinfectant. Ensure treated surfaces remain wet for contact time indicated on product label.
5. Clean glass and windows using multi-purpose disinfectant or glass cleaner and a fresh microfiber or squeegee to ensure a streak-free finish.
6. Refill air freshener, hand sanitizer and disinfectant wipe dispensers as needed.
7. Disinfect dispensers and nearby walls using multi-purpose disinfectant.
8. Sweep then mop hard-surfaced floors with floor cleaner (tile/wood/LVT) as needed.
9. Inspect for quality.

Specific touch points

Doorknobs/push plates, elevator buttons, light switches, luggage carts, water fountain push plate, reception/concierge counters, bellhop stand, public phones and computers, chair armrests, end tables, etc.

Pool & Spa

Cleaning and disinfection guidelines

1. Increase frequency of disinfection of common high touch points in the pool and spa area.
2. If local authorities mandate pool closures or the facility elects to close the pool, avoid completely draining the pool.
3. A pool closure typically refers to ingress, egress, use, and occupancy by members of the public. Consider taking the following steps to restrict guest access:
4. Lock access doors to the pool area.
5. Post signage informing guests of the restriction.
6. Perform maintenance in off-peak hours to avoid guest confusion.

7. Wearing gloves, strip spa furniture or dirty linens (i.e., massage/facial table, etc.) with minimum agitation. Roll dirty linens and terry into a ball and place in laundry collection area for transport.

Specific touch points

Door handles, push plates, thresholds and hand railings, tables and chairs, trash can, light/lamp switches, faucet, furniture adjustment levers, equipment/tool handles, drawer/cabinet handles, audio equipment knobs, chair armrests, end tables, etc.

Gym / Fitness Center

Cleaning and disinfection guidelines

1. Refer to product labels for complete directions for use.
2. Place 'Wet Floor' sign.
3. Pick up debris and remove gum from floor with putty knife or blunt-edged tool.
4. Empty trash cans and recycling bins making sure to securely tie- off full bags for transport. Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.
5. Clean and disinfect all hard, non-porous surfaces focusing on high-touch surfaces using a multi-purpose disinfectant. Ensure treated surfaces remain wet for contact time indicated on product label. For electronics, spray cloth and wipe surface.
6. Clean glass and windows using multi-purpose disinfectant or glass cleaner and a fresh microfiber or squeegee to ensure a streak-free finish.
7. Refill air freshener, hand sanitizer and disinfectant wipe dispensers as needed. Disinfect dispensers and nearby walls using multi-purpose disinfectant.
8. Sweep then mop hard- surfaced floors with floor cleaner (tile/wood/LVT) as needed.

Specific touch points

Doorknobs/push plates, light switches, water fountain push plate, ALL gym equipment and machines, weights, remote control, thresholds and handrails, tables and chairs, trash can, recycling bin, hand sanitizer dispenser, etc.

Employee Break Room

Cleaning and disinfection guidelines

1. Wearing gloves, pick up debris from counter tops, tables and floor.
2. Empty trash cans and recycling bins making sure to securely tie- off full bags for transport. Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.
3. Disinfect all hard, non-porous surfaces including counter tops, refrigerator/ cupboard handles and doorknobs with multi- purpose disinfectant. Pay special attention to high-touch surfaces and ensure properly wetted. Ensure treated surfaces remain wet for contact time indicated on product label.
4. Clean and disinfect inside/outside of microwave and outside of coffee maker using multi-purpose disinfectant.
5. Ensure food contact surfaces such as tables are rinsed with potable water and sanitized with food contact sanitizer. Allow for complete dwell time and do not wipe.



6. Restock paper products and hand soap/hand sanitizer dispensers as needed. Disinfect exterior of dispensers with multi-purpose disinfectant (including pump).
7. Place 'Wet Floor' sign at entrance. Vacuum carpet and vacuum or sweep then mop hard-surfaced floors with floor cleaner (tile, wood or LVT).
8. Inspect work.

Specific Touch Points

Food Contact: Tables, food prep surfaces, eating utensils, dishes, etc. Non-Food Contact: Doorknobs, light switches, faucets, cupboard and drawer handles, public phones and computers, chair armrests, etc.

Ice Machines

Cleaning and disinfection guidelines

1. Clean interior of unit with manual detergent. Give special attention to the bottom, corners, doors, gaskets, hinges and latches. Scrub built-up deposits with nylon brush or scraper.
2. Spray interior surfaces, scoop and interior of door with food contact sanitizer as specified by the product label. Allow to dry. Do not rinse.
3. Clean/disinfect exterior especially high-touch areas like handle with multi-purpose disinfectant. If needed, use stainless steel cleaner and a clean, soft cloth to shine exterior. Plug in machine and fill with fresh ice.

Water Fountain

Cleaning and disinfection guidelines

1. Spray multi-purpose disinfectant generously on microfiber cloth or surface of water fountain ensuring surface remains wet to achieve disinfection. Ensure push plate is properly wetted.
2. Rinse the spigot with potable water and wipe with clean cloth.
3. If needed, use stainless steel cleaner and a clean, soft cloth to shine exterior.
4. Apply food contact sanitizer to spigot with either clean cloth and bucket or spray bottle application ensuring it remains wet for contact time indicated on product label. Allow to air dry. Do not wipe or rinse.

Trash and Recycling Collection

Cleaning and disinfection guidelines

1. Wear protective gloves. Line trash can and recycling bins with appropriate size bag.
2. Pick up debris. Keep containers nearby to avoid blocking hallways.
3. Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect outside of trash cans using multi-purpose disinfectant.
4. Replace liner if perishable items enclosed such as food or liquid.
5. Empty trash can and recycling bin in main dumpster area.
6. Facilities will have to distinguish between infectious and non-infectious waste in order for sanitation personnel to be able to differentiate when handling. This may be done either by labeling of waste or using red bags for infectious waste. Note: once waste comes in contact with any body fluids, it is considered infectious waste.

HOUSEKEEPING CLEANING & DISINFECTING GUIDELINES:

Guest Rooms

What products do you need?

Multi-Purpose Disinfectant, Bathroom Cleaner, Disinfectant Glass Cleaner, Floor Cleaner, Room Refresher

What tools do you need?

Refillable spray bottles, trigger sprayers, microfiber cloths, toilet brush, non-abrasive scrub pad, putty knife, vacuum, dust pan/broom, mop pole/pad, sticky roller, rinse cup, window scrubber/squeegee, high-duster, gloves, PPE.

Specific Touch Points:



Desks, counter tops, tables and chairs, phones, tablets and remotes, thermostats, cabinetry, pulls and hardware, doors and doorknobs, bathroom vanities and accessories, bathroom fixtures and hardware, windows, mirrors and frames, lights and lighting controls, closets, hangers and other amenities, flooring, luggage racks, etc.

Cleaning and disinfection guidelines:

- Put on clean gloves, visually inspect room and restock supplies.
- Remove and dispose of any food, beverages, or miscellaneous items left by the guest
- Remove and dispose of excess used amenities in the room (ex. Partial toilet paper rolls, facial tissue, soap, etc.). Limit the number of items placed in the room to assist with inventory controls and waste.
- Remove all linens and towels including those that do not appear to have been used, and strip all bed linen after each stay.



- Ensure gloves are changed between tasks (especially before making the bed and after cleaning the bathroom).
- Dust, clean and disinfect all hard surfaces in room with focus on high touch points.
- Pick up debris empty trash cans and recycling bins making sure to securely tie- off full bags for transport. Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.
- Vacuum soft-surfaced floors (carpet/rug); sweep then mop hard-surfaced floors (tile/LVT).
- Remove gloves; perform proper hand hygiene.

Turnover Bed

- Wearing gloves, strip bed linens to be replaced with minimum agitation.
- To avoid soiling linens, dust surfaces above the bed using microfiber high-duster or multi-purpose disinfectant on bed frame before replacing linens.
- Wearing clean gloves, make bed with fresh linens. Use sticky roller on bed to remove hair and fine particles.

Cleaning and disinfection guidelines

- Clean and disinfect all high-touch surfaces (i.e., nightstand, TV, remote control, light switches, doorknobs, luggage rack, etc.) with multi-purpose disinfectant. Ensure treated surfaces remain wet for contact time indicated on product label.
- Vacuum any carpet or rugs. Vacuum or sweep hard- surfaced floors
- (i.e., tile/LVT) to remove dry soil. Then, spray floor cleaner onto flat mop pad and mop beginning at the far corner of the room working toward the door. Use sticky roller on floor to remove hair and fine particles.
- If applicable, finish room by spraying Room Refreshers on soft-surfaces, including carpet and curtains. Start at the far corner of the room and work toward the door.

Guest Bathroom

Cleaning and disinfection guidelines

- Wearing gloves, spray bathroom cleaner disinfectant in shower and tub ensuring full coverage. Spread if additional coverage needed. Ensure high-touch surfaces like shower handles and grab bars are properly wetted.
- Spray multi-purpose disinfectant in sink and on counter tops/vanity. Ensure faucet is properly wetted.
- Spray bathroom cleaner disinfectant or multi-purpose disinfectant on inside and outside of toilet, including seat. Ensure toilet flush lever is properly wetted.
- Allow product(s) ample time to address soils and disinfect by leaving surfaces wet for contact time indicated on product label(s). Continue cleaning guest room while products dwell.
- Wearing gloves, apply additional bathroom cleaner disinfectant to shower/tub as needed. Scrub complete interior surface. Rinse and dry surface completely.
- Spray multi-purpose disinfectant or glass cleaner onto cloth. Wipe mirrors top to bottom until there are no streaks.
- Wipe down counter tops/vanity, sink and faucet with microfiber cloth.
- Use toilet brush to scrub bowl. Wipe exterior with non- abrasive scrub pad or microfiber cloth.



- Clean and disinfect all high-touch surfaces including doorknobs and light switches with multi- purpose disinfectant.
- Remove and replace bath towels.
- Spray floor with multi-purpose disinfectant. Wipe thoroughly. Use sticky roller to remove hair and fine particles.

Laundry

What products do you need?

Stain remover, Detergent, Fabric softener

What tools do you need?

Linen collection bags, clean and dirty laundry carts, gloves, PPE

Cleaning and disinfection guidelines

- Use gloves, gowns and dissolving bags for laundry collection.
- Wearing gloves, collect dirty towels and other terry. Roll items into a ball with minimum agitation and place in cart's laundry bag.
- Remove sheets and pillowcases from the bed. Roll dirty sheets into a ball with minimum agitation (do not hug) and place in cart's laundry bag.
- Place stained sheets and pillowcases in a separate collection bag in the cart's laundry bag to be treated pre-wash.
- Transport laundry from guest rooms to laundry chute or area room following onsite procedure.
- Avoid leaning into cart when gathering laundry to prevent direct contact of skin and clothes with dirty linens.
- Alert those below in the laundry room before sending soiled linens.



- Clean/disinfect hampers or carts with multi-purpose disinfectant.
- Ensure treated surfaces remain wet for contact time indicated on product label.
- Use gloves when handling laundry.
- Hygienically clean linens are defined as, “free of pathogens in sufficient numbers to cause human illness”. This is achieved by washing with approved detergents using traditional high or low temp wash formulas and sufficient drying.

Food Service – FOH Cleaning Guidelines

Specific touch points

Laundry carts, housekeeping carts, folding tables and shelves, washer and dryer controls, light switches.

What products do you need?

Multi-Purpose Disinfectant, Glass Cleaner, Food Contact Sanitizer, Manual Detergent

What tools do you need?

Refillable spray bottles, trigger sprayers, microfiber cloths, detergent and sanitizer pails, non-abrasive scrub pad, putty knife, vacuum, dust pan/broom, mop/bucket, window scrubber/squeegee, ‘Wet Floor’ sign, PPE

Cleaning and disinfection guidelines

Clean surfaces with a multi-purpose cleaner or manual detergent.

- To disinfect high touch points, pre-clean visibly soiled areas.
- Spray disinfectant on surface making sure to wet thoroughly.
- Allow the surfaces to remain wet for the time indicated in the directions for use on the product label.
- Wipe the surfaces or allow to air dry.
- Reinforce all personal hygiene requirements, with special attention to hand hygiene. Refer to food code and hand hygiene procedures.
- Perform training, reinforcing cleaning, sanitizing, and disinfection procedures with food service staff regularly.
- Increase frequency of cleaning and disinfection of “high-touch” hard surfaces.
- Provide Personal Protective Equipment (e.g., gloves, gowns, masks) for employees

Specific touch points

Door handles, push plates, cash register, thresholds and hand railings, chairs and booths, non-food contact tables/counters, beverage station, drive-through window/counter, vending machine, public information/ordering kiosk, take-out order shelves, trash can, telephone and keypad, remotes, refrigerator and freezer handles, refrigerator and freezer curtains, 3-compartment sink and mop sink, sink faucets, soap, sanitizer and towel dispenser, non-food contact cleaning tools, mop buckets, computer and keypad, menus, bill folders and pens.

Tabletops / Counter Tops: Cleaning and Disinfection Guidelines

NOTE: During a high-risk/outbreak scenario, a disinfection step may be added to tabletop/counter top and the outside of condiment containers using multi-purpose disinfectant. A potable water rinse and sanitization using a food contact sanitizer is required post-disinfection. Refer to product label for required contact time.

- Using manual detergent. Use with a clean cloth and bucket application (damp, wrung-out cloth) or spray bottle and clean cloth application (spray surface and wipe clean). Ensure gross food particles/soil are removed. Allow additional product dwell time for visibly soiled areas.
- Rinse with potable water using a clean cloth and allow to air dry. Repeat on all food contact surfaces.

Bars/Lounges: Cleaning and disinfection guidelines

Refer to product labels for complete directions for use.

Food Contact Surfaces:

- Clear tabletops and counters of dish ware, food debris, and other items. During a high-risk/outbreak scenario, a disinfection step may be added using multi-purpose disinfectant. A potable water rinse and sanitization using a food contact sanitizer is required post-disinfection. Refer to product label for required contact time.
- Pre-clean and sanitize food contact surfaces with either a clean cloth and pail application (damp, wrung-out cloth) or spray bottle application (spray surface, do not wipe dry). Ensure treated surfaces remain wet for contact time indicated on product label. Allow to air dry before placing items on the surface or returning objects to use.

Non-Food Contact Surfaces:

- Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.
- Pre-clean visibly soiled areas.
- Disinfect all hard, non-porous surfaces focusing on high-touch surfaces using multi-purpose disinfectant. Ensure treated surfaces remain wet for contact time indicated on product label. For electronics spray cloth and wipe surface.
- Clean glass and windows using multi-purpose disinfectant or glass cleaner and a fresh micro fiber or squeegee to ensure a streak-free finish.
- Vacuum carpet and vacuum or sweep then mop hard-surfaced floors with floor cleaner (tile/wood/LVT/walk-off mats) as needed.
- Inspect for quality.

Specific touch points

Food Contact: Bar tabletops and counters, food and drink prep surfaces/tools, glasses, utensils, dishes, fountain soda gun nozzles, liquor pourers, etc.

Non-Food Contact: Doorknobs and cooler handles, light switches, beverage station, chairs, fountain soda gun handle, remote controls, cash register, etc.



Food Service – BOH Safety Protocols

- Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.
- Cleaning and disinfecting of all high touch areas shall occur in accordance with MOH guidelines, including at least twice per day in high traffic areas.
- Employees must sanitize equipment and surfaces that have come in contact with food and kitchen instruments and must do so after each task
- Hand washing stations and access to hand sanitizer should be convenient and highly visible.
- All supplies need to be fully sanitized before entering the kitchen, storage and refrigerators.
- Signage shall 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 faces.
- All restaurant management and kitchen staff must revise the food handlers code and have a valid food handlers card.
- All kitchen and back of the house staff should wear face masks, single use gloves and hair nets. These must be provided by the employer.
- Limit the number of staff to the minimum required; staff can be organized into teams to reduce interactions between teams
- Workstations should be placed in such a way that the staff is not facing each other and can maintain appropriate safe distance when possible.
- Limit customers' and the public's access to the kitchen, storage and staff areas.
- Vendors should be advised on how the business will accept goods and what type of protective gear the delivery staff needs to be wearing when making a delivery.

Food Service – BOH Cleaning Guidelines

What products do you need?

Multi-purpose disinfectant, Food contact sanitizer, liquid soap, machine Detergent , machine Sanitizer

What tools do you need?

Rinse additive, presoak, degreaser, stainless steel cleaner, freezer cleaner

Cleaning and disinfection guidelines

- Clear surfaces of objects, food debris and other items.
- Wash the surface using a multi-purpose cleaner or manual detergent.
- Rinse with clean potable water using a clean cloth and allow to air dry.
- Sanitize surface with food contact sanitizer according to label directions for use.
- Wash and sanitize food contact surfaces and equipment on a more frequent basis.
- Change out utensils in buffet line on a more frequent basis.
- Consider the addition of a disinfection step using an EPA-registered product with an emerging viral pathogen or coronavirus claim.
- Reinforce all personal hygiene requirements, with special attention to hand hygiene. Refer to food code and hand hygiene procedures.

- Perform training to reinforce cleaning, sanitizing, and disinfection procedures.
- Provide Personal Protective Equipment (e.g., gloves, gowns, masks) as directed by local authorities and food handling guidelines for employees

Specific Touch Points

Food Contact: tables, ice machine/bucket and scoop, food prep tools and equipment (e.g., cutting boards, knives, mixing bowls), plates and flatware, glassware, buffet serving trays, handles of all the equipment doors and operation push pads, highchairs, bar top and tools

Manual Dish Washing: Cleaning and disinfection guidelines

- Set up 3-compartment sink with detergent solution in the first sink, warm rinse water in the second sink and food contact sanitizer solution in the third sink. Follow product label for correct use dilutions.
- Place ware or other food contact items (i.e., cutting boards) in detergent sink, soak as needed, and scrub off any remaining soil or stains with nylon brush.
- Submerge ware or other food contact items in rinse water.
- Submerge ware or other food contact items in sanitizer sink for one minute, or as specified by product label and/or local guidelines.
- Place sanitized items on rack or drain board to air dry. Do not wipe or rinse

Flatware: Cleaning and disinfection guidelines

- Fill presoak tub or bus pan with presoak solution as specified by the product label.
- NOTE: Change presoak solution when water cools or is dirty and ensure tub holding soiled ware is properly sanitized after use.
- Sort dirty flatware and place into presoak solution. Ensure flatware is completely submerged. Soak for a minimum of 20–30 minutes.
- Remove flatware and place in a single layer on an open rack. Rinse off excess food soil.
- Shake off excess water and allow to cool down while air drying. Transfer to empty basket and store flatware with handles up. Do not touch eating ends of flatware. Consider covering clean ware to ensure it remains sanitary.

Plates and Tableware: Cleaning and disinfection guidelines

- When sorting soiled wares, place flatware in separate bus pan or open rack. Dump liquid from glasses/cups and place on suitable racks. Remove excess food from tableware (plates, bowls and saucers) by hand-scraping into garbage.
- After hand-scraping wares, sort and stack the same type and size dishes together.
- Manually spray loaded with hot water (min. 110°F) to remove loosened food. Wash in 3 compartment sink manually or in dishwasher. Use rinse additive for spotless ware when chemical sanitization is required, use machine sanitizer.
- Stack clean dishes in dish dolly ensuring only one dish size is stacked in each compartment. When dolly is completely loaded, store in dedicated area and cover to ensure ware remains sanitary.



Restrooms

What products do you need?

- Multi-Purpose Disinfectant
- Bathroom Cleaner Disinfectant
- Toilet Bowl Cleaner
- Glass Cleaner
- Stainless Steel Cleaner
- Floor Cleaner Disinfectant
- Bathroom Cleaner
- Air Freshener
- Hand Soap

What tools do you need?

Refillable spray bottles, trigger sprayers, microfiber cloths, toilet brush, tongs, non-abrasive scrub pad, putty knife, vacuum, dust pan/broom, mop/bucket, window scrubber/squeegee, 'Wet Floor' sign, gloves, PPE

Cleaning and disinfection guidelines

- Place wet floor sign at entrance.
- Evaluate restroom and remove debris from floors and counters.
- Spray (and do not wipe) all bathroom hard surfaces with disinfectant cleaner—toilet, urinals, sinks, shower/tub, counter tops and fixtures.
- Restock supplies and empty trash.
- Clean mirrors, glass and windows.
- Scrub toilet and urinals.
- Wipe bathroom hard surfaces and high touch points after required disinfectant contact time. Refer to product label.
- Clean and disinfectant floors and apply odor control product (as needed).
- Inspect for quality and remove floor sign when floor is dry.
- Refer to product labels for complete directions for use.
- Pick up debris and remove gum from floor with putty knife or blunt-edged tool.
- Empty trash cans and recycling bins making sure to securely tie-off full bags for transport. Clean and disinfect the outside of trash cans using multi-purpose disinfectant. Replace liners.
- Spray (and do not wipe) all hard, non-porous surfaces with multi-purpose disinfectant (toilets/urinals, sinks, counter tops, and faucets). Ensure treated surfaces remain wet for contact time indicated on product label.
- Clean glass and mirrors using multi-purpose disinfectant or glass cleaner and a fresh microfiber or squeegee and to ensure a streak-free finish.
- Refill air freshener, hand soap and paper product dispensers as needed. Disinfect dispensers and nearby walls with multi-purpose disinfectant.
- Scrub toilet and urinals with toilet brush.
- Wipe all hard, non-porous including high-touch surfaces with microfiber
- After contact time indicated on multi-purpose disinfectant product label.
- Vacuum or sweep then use mop hard-surfaced floors with floor cleaner (i.e. tile) as needed.

Specific Touch Points

Door handles, light switches, stall lock/latch, toilet and urinal flush levers, faucets, hand soap and towel dispensers, hand dryers, changing station, sanitary hygiene receptacle, etc.

PREPARE FOR RESUMING OPERATIONS

All properties must dedicate a shift to extensive cleaning and disinfection prior to re-opening to ensure a safe return to operation for both employees and guests.

In order to re-open, special attention should be paid to high-touch surfaces including (but not limited to) those listed below.

DINING AREA / FRONT OF THE HOUSE (FOH)

- Door handles and push plates
- Tables, chairs (including armrests) and booths
- Cash register and ordering kiosk
- Hostess stand
- Telephone, touchscreens and keypads
- Remotes
- Coffee and beverage stations
- Menus and bill folders
- Hand railings

KITCHEN / BACK OF THE HOUSE (BOH)

- Kitchen equipment handles and push plates
- Operating buttons for all equipment
- Dispenser handles (i.e., beverage machine)
- Handles for refrigerators and freezers
- Sink faucets
- Towel and soap dispensers
- Trash receptacle
- Cleaning tools
- Computers and keypads



GUEST ROOMS

- Door handles
- Safety latch and peephole
- Tables, chairs & lamps
- Furniture knobs and handles
- Light switches and thermostat
- Drapery pull handles
- Telephone and remote control
- Alarm clock
- Television
- Mini bar, menu and brochures
- Trash receptacle
- Iron
- Luggage rack
- Hair dryer

RESTROOMS

- Door handles
- Faucets & toilet/urinal handles
- Seat covers
- Stall latches
- Toilet paper dispenser
- Sanitary receptacle
- Countertops
- Towel and soap dispensers
- Baby changing station
- Trash receptacle

WHAT TO DO IF YOU SUSPECT A VISITOR OR EMPLOYEE HAS THE VIRUS?

1. Protocols for Addressing Sick Employees

The Gold Standard Program Manager, should conduct daily visual COVID-19 symptoms checks of staff. For example visually scan staff for flu-like or respiratory symptoms. If these are observed, advise staff member that it is required to confirm that s/he does not have a temperature. Use a thermometer to monitor body temperature of staff members displaying flu-like or respiratory symptoms. Immediately advise the staff member if they have a temperature and follow the protocol outlined below. Subsequently, alert authorized local hospital or doctor if the staff member has a fever and in addition displays other symptoms of COVID-19. Report the case to MoH by calling 0-800-MOH-CARE

Where applicable, facilitate workers to stay home and seek medical attention if required.

If an employee appears ill at the office or within the workplace:

- Immediately relieve staff member of all duties
- Isolate staff member in a designated independent room/area preferably with a bathroom and ventilation.
- Call the nearest sanctioned medical facility and report the matter.
- Take the necessary steps as per the advice of the medical advisor.
- After staff departs from the room/area as per the advice from medical personnel, disinfect the area of isolation and relevant public areas using an approved anti-viral disinfectant.

If an employee is first observed to appear sick during a group activity at your hotel or restaurant:

- Immediately report incident to manager and log in relevant incident log book.
- Isolate staff member from group until help arrives.
- Call the nearest sanctioned medical facility and report the matter.
- Take the necessary steps as per the advice of the medical personnel.
- Disinfect any transportation vehicle (car or boat) using an approved anti-viral disinfectant before allowing the group to re-board.

2. Protocols for Addressing Sick Guests

The Gold Standard Program Manager, should conduct daily visual COVID-19 symptoms checks and flu-like or respiratory symptoms. If these are observed, advise the guest that it is required to confirm that s/he does not have a temperature. The use of a thermal scanner to monitor body temperature is required for a guest and immediately



advise the guest of the result. If a high temperature is determined, alert authorized local hospital or doctor if the guest has a fever and in addition displays other symptoms of COVID-19. Report the case to MoH and BTB.

1. Hotels should have a designated room within their property to handle any suspected COVID-19 cases.
2. Hotels should always use an Infrared Thermometer to check guest temperature

If a hotel guest appears sick upon pick-up:

- Explain to the guest the observation of flu-like or respiratory symptoms and advise that the guest will not be allowed to board the transportation vehicle (car, boat or aircraft).
- Isolate guest others until help arrives.
- Immediately report incident to manager and have incident logged in incident log book.
- Call the nearest authorized medical facility and report the matter.
- Take the necessary steps as per the advice of the medical personnel.

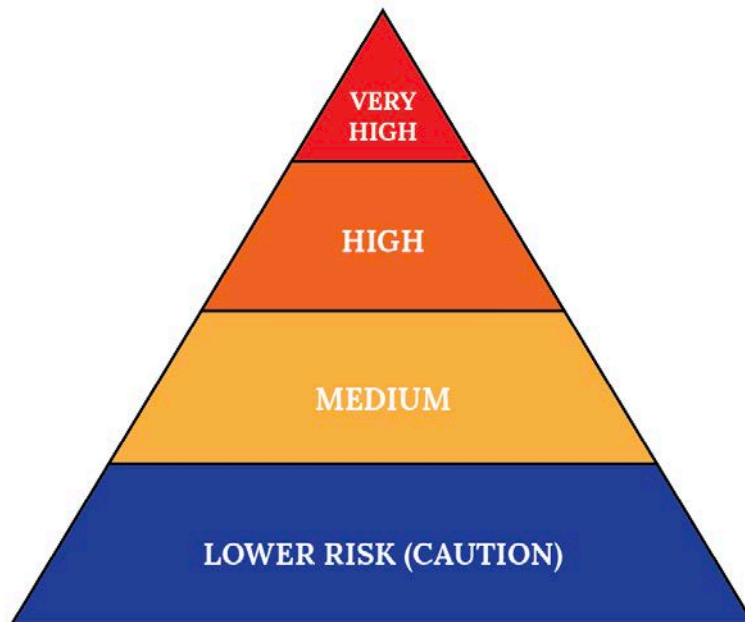
If a hotel guest appears to be sick at your property:

- Isolate guest in a designated independent room/area preferably with bathroom and ventilation.
- Call the nearest authorized medical facility and report the matter.
- Take the necessary steps as per the advice of the medical personnel.
- After guest departs from the room/area as per the advice from medical personnel, disinfect the isolated room/area and relevant public areas using an approved anti-viral disinfectant.

Facilities will have to distinguish between infectious and non-infectious waste in order for sanitation personnel to be able to differentiate when handling. This may be done either by labeling of waste or using red bags for infectious waste. Note: once waste comes in contact with any body fluids, it is considered infectious waste.

PROTECTING EMPLOYEE WELLBEING

OCCUPATIONAL RISK PYRAMID FOR COVID-19



Exposure to known or suspected sources (only if you were to have a confirmed case)	Close contact with people who may be infected, but who are not known or suspected	Do not require contact with people known to be, or suspected of being infected
HIGH	MEDIUM	LOW
Front Desk	Front Desk	Food Service: BOH
Driver	Driver	Accounts Department
Food Service: FOH	Food Service: FOH	HR Department
Housekeeping	Housekeeping	Purchasing/ stores
MOD	Guest Services	Sales & Marketing
	Luggage attendant	Maintenance (no guest contact)
	Maintenance (if guest contact)	Laundry
	Spa therapist	Security (no guest contact)
	Gym Attendant	
	Security (if guest contact)	



High Exposure Risk

High exposure risk jobs are those with high potential for exposure to known or suspected sources of COVID-19. Workers in this category include: support staff (e.g., Front desk, room service, manager on duty or housekeeping staff who must enter infected guests' rooms) exposed to known or suspected COVID-19 patients, and transport workers (e.g., shuttle/ vehicle operators) moving known or suspected COVID-19 patients in enclosed vehicles.

Medium Exposure Risk

Medium exposure risk jobs include those that require frequent and/or close contact with (i.e., within 6 feet of) people who may be infected with COVID-19, but who are not known or suspected COVID-19 patients. Workers in this category include Front of House staff (front desk, housekeeping, wait staff, guest services including tour guides, drivers, bell hops, etc., who have frequent guest contact.

In areas without ongoing community transmission, workers in this risk group may have frequent contact with travelers who may return from international locations with widespread COVID-19 transmission. In areas with ongoing community transmission, workers in this category may have contact with the general public (e.g., schools, high-population-density work environments, some high-volume retail settings).

Lower Exposure

Lower exposure risk (caution) jobs are those that do not require contact with people known to be, or suspected of being, infected with COVID-19 nor frequent close contact with (i.e., within 6 feet of) the general public. Workers in this category have minimal occupational contact with the public and other coworkers. These workers include Back of House staff such as those working in kitchens, accounts and administration and other non-guest facing positions.

Additional PPE is not recommended for workers in the lower exposure risk group. Workers should continue to use the PPE, if any, that they would ordinarily use for other job tasks (i.e., kitchen staff are considered low risk but require PPE like hair nets, gloves, aprons and masks as per food handlers, servsafe and OSHA regulations).

Personal Protective Equipment (PPE)

While engineering and administrative controls are considered more effective in minimizing exposure to COVID-19, PPE may also be needed to prevent certain exposures. While correctly using PPE can help prevent some exposures, it should not take the place of other prevention strategies.

Examples of PPE include: gloves, aprons, goggles, face shields, face masks, and respiratory protection, when appropriate. During an outbreak of an infectious disease, such as COVID-19, recommendations for PPE specific to occupations or job tasks may change depending on geographic location, updated risk assessments for workers, and information on PPE effectiveness in preventing the spread of COVID-19.

CDC recommendations along with MOH and local government regulations shall dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request. Employers should check the Ministry of health, government press office, OSHA and CDC websites regularly for updates about recommended PPE.



COVID-19 Safe ways of working

A visual guide to safe PPE



All types of PPE must be:

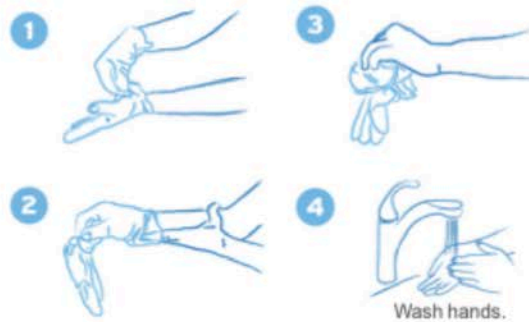
- Selected based upon the hazard to the worker while working and job tasks that may lead to exposure.
- Properly fitted and periodically refitted, as applicable
- Consistently and properly worn when required.
- Regularly inspected, maintained, and replaced, as necessary.
- Properly removed, cleaned, and stored or disposed of, as applicable, to avoid contamination of self, others, or the environment.
- Employers are obligated to provide their workers with PPE needed to keep them safe while performing their jobs.

PROPER GLOVING

How to **DON** disposable gloves



How to **REMOVE** disposable gloves



Locations for the Distribution of Personal Protection Equipment (PPE)

Front of the House

- All Hotel/Resort Entrances and Exits
- Front Desk & Concierge
- Housekeeping Staff

Back of the House

- Employee Entrances
- Department Specific Locations
- Kitchens and Security Booths
- Housekeeping Staff

SOCIAL DISTANCING GUIDELINES FOR EMPLOYEES

-  **01** Avoid in-person meetings. Use online conferencing, email or the phone when possible, even when people are in the same building.
-  **02** Unavoidable in-person meetings should be short and in a large meeting room where people can sit at least six (6) feet from each other; avoid shaking hands.
-  **03** Eliminate unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
-  **04** Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize. Keep six feet apart when possible.
-  **05** Bring lunch and eat at your workspace or away from others (avoid lunchrooms and crowded restaurants).
-  **06** Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
-  **07** Limit recreational or other leisure classes, meetings, activities, etc. where close contact with others is likely.



Sources and Additional Information

World Health Organization

<https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>

National Restaurant Association

<https://restaurant.org/Articles/News/Association-issues-reopening-guidance>

American Hotel & Lodging Educational Institute

https://www.ahla.com/sites/default/files/ecolab-guidance-for-resuming-operations-hospitality_55765-0400-0420_0.pdf

Center for Disease Control

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html> <https://www.nrn.com/operations/national-restaurant-association-releases-coronavirus-reopening-guide-industry>

FDA Hazard Analysis Critical Control Point (HACCP)

<https://www.fda.gov/food/guidance-regulation-food-and-dietary-supplements/hazard-analysis-critical-control-point-haccp>

OSHA 3990

<https://www.osha.gov/Publications/OSHA3990.pdf>

EPA

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

Caribbean Public Health Agency (CARPHA)

https://carpha.org/Portals/0/Documents/Travel%20Advice/nCoV_Preparedness%20Guidelines%20for%20Hotels.pdf

A FEW RECOMMENDED SUPPLIERS

Disinfectants, cleaners and hand sanitizers

Local Producers

Green Care Products

#1 Sibun St, Belmopan, Cayo
822-3518 or 662-3518
William@greencleanbelize.com
www.greencleanbelize.com
Multi-purpose Surface cleaners, floor cleaners, glass, bathroom and kitchen cleaners, septic aids

Eco Friendly Products

4 Miles Western Hwy
Belize City, Belize
Luis Garcia. 615-7718
Locally produced, environmentally friendly cleaners and sanitizers and new antiviral products too.

Femagra Industries Limited

1/2 Mile Hummingbird highway
Belmopan, Belize
822-3909; WhatsApp: +501-614-4021
admin@femagra.com; info@femagra.com
www.femagra.com
Wide range of PPE, chemicals for disinfectants and cleaning products.

Traveller's Liquors

Philip Goldson Hwy
Belize City, Belize
223-2855
Locally made hand sanitizer

Importers

El Dorado Enterprises

8 ½ Miles Philip Goldson Hwy
Airport Plaza unit #10
614-6652

macampos@alkemycorp.com

Hand soaps, hand sanitizers, disinfectants, surface sanitizers and multipurpose cleaners. International Medical approved grade.

Best Medical Supplies

#66 Freetown Road Belize City, Belize
Office: 223-5572
Matthias Chiac: 622-5990
[Belize District, Stann Creek Districts, San Pedro North]
Ivan Castillo: 636-9169
[Corozal, Orange Walk, Cayo Districts, Caye Caulker, San Pedro South]
3M products with a wide variety of PPE, disinfectants, hand sanitizers, cleaning products and other supplies

Chemical Specialties

Mr. Rafael Gongora
610-2513
Belize City, Belize
Disinfectants and hand sanitizers

Brodie's Chemical section

Albert St. and Philip Goldson Hwy
Belize City, Belize
223-5587
Antiviral Disinfectants, Hand Sanitizers, and new products with European certifications

Signage

McNab Visual Strategies

4752 West Landivar, Suite 104
Belize City, Belize
Ph: 223-1025
E-mail: office@mcnabvisual.com
https://www.mcnabvisual.com

Blue Fly Digital Advertising

3.5 Miles Philip Goldson Highway
Belize City, Belize
Ph: 223-1280
E-mail: blueflydigital@gmail.com



ABOUT THE VIRUS

What is COVID-19?

- Coronavirus disease (COVID-19) is a respiratory disease of international public health concern caused by a “novel coronavirus” not previously seen.
- Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).
- A novel coronavirus (nCoV) is a new strain that has not been previously identified in humans.
- Coronaviruses are transmitted between animals and people. Several known coronaviruses are circulating in animals that have not yet infected humans.
- Common signs of infection include respiratory symptoms, fever, cough, shortness of breath and trouble breathing. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

How does corona virus spread?

It depends on the particular coronavirus. Human coronaviruses may spread by respiratory droplets from an infected person to others through:

- The air by coughing and sneezing
- Close personal contact, such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands
- Promote Infection Prevention
- Reduce the risk of transmission by:
 - Washing your hands often and correctly.
 - Covering your mouth and nose when coughing or sneezing.
 - Avoiding close contact with potentially infected individuals.
 - Thoroughly cleaning and disinfecting personal items.
 - Staying home while you are sick.
 - Contacting a doctor immediately in the event of symptoms.

Frequency of Hand Hygiene - When should I wash my hands?

- After using the restroom
- After blowing your nose, coughing or sneezing
- Before, during and after food preparation
- Before eating
- After contact with animals or pets
- Before and after cleaning and disinfection
- After contact with high-touch surfaces in the hotel
- After removing PPE
- Before and after providing routine care for a guest who needs assistance
- When they appear dirty

Promote Proper Hand Hygiene:

- WET - hands with clean running water, turn off the tap and apply soap.
- LATHER - the back of hands, between fingers and under nails.
- SCRUB - for at least 20 seconds.
- RINSE - hands well under clean running water.
- DRY - hands using a clean towel or air dryer. If available, use a towel to turn off tap.

If soap and water are not available:

- Use an alcohol-based hand sanitizer
- Use sufficient product to wet entire hand.
- Rub onto all surfaces of the hands for 30 seconds.
- Let air dry. DO NOT RINSE.

PRACTICE PROPER HAND HYGIENE



WET

hands with clean running water, turn off the tap and apply soap.



LATHER

the backs of hands, between fingers and under nails.



SCRUB

for at least 20 seconds.



RINSE

hands well under clean running water.



DRY

hands using a clean towel or air dryer.



IF SOAP AND WATER ARE NOT AVAILABLE,
use an alcohol-based hand sanitizer that contains at least **70% alcohol.**

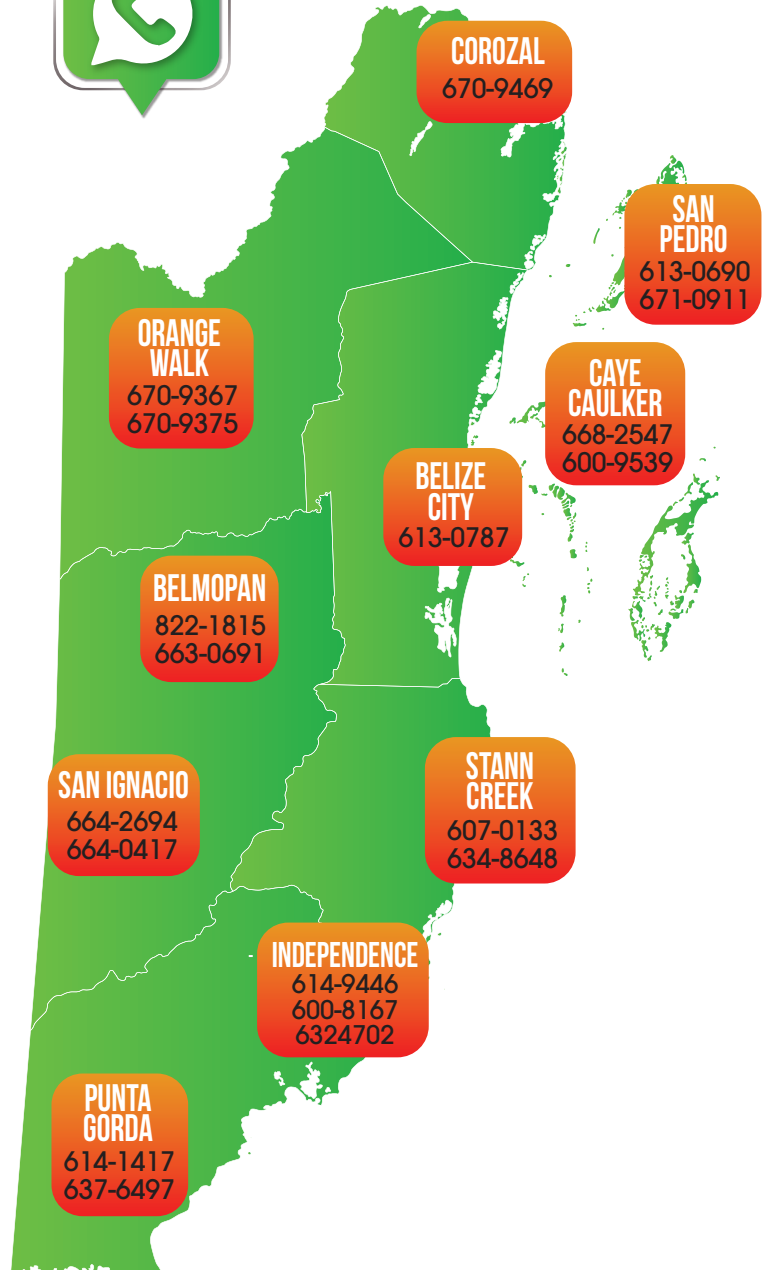




FOCAL POINT CONTACTS



0-800-MOH-CARE
OFFICIAL FACEBOOK
@BELIZEHEALTH
@DHSBELIZE



Tourism HEALTH & SAFETY

ENHANCED HOTEL & RESTAURANT GUIDELINES

IN RESPONSE TO COVID-19



BELIZE TOURISM BOARD

Stay Informed

www.belize tourism board.org

qualityassurance@belizetourismboard.org

