

An aerial photograph of Hotel Medena, a large resort complex with multiple buildings and a swimming pool, situated on a lush green hillside overlooking a sandy beach and the Adriatic Sea. The town of Trogir is visible in the background, nestled between the sea and the hills.

HOTEL MEDENA COVID-19 SAFETY STANDARDS

APRIL 16, 2020.

HOTEL MEDENA



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Safety guides for hotels during COVID-19

Preventing the spread of the virus

Practicing good hand hygiene and sneeze/cough hygiene is the best defense against most viruses.

You should:

- wash your hands frequently with soap and water and dry them well, before and after eating and after going to the toilet
- avoid contact with others (touching, kissing, hugging and other intimate contact)
- cover coughs and sneezes with clean tissues or your elbow and dispose of tissues
- use alcohol-based hand sanitizer if you aren't able to wash and dry your hands.

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High-risk populations

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily and others may become very ill, very quickly.

From previous experience with other coronaviruses, the people at highest risk of serious infection are:

- *people with compromised immune systems*
- *elderly people*
- *pregnant women*
- *very young children and babies*
- *people with diagnosed heart and lung conditions.*

Cleaning standards in our hotels

This information provides guidance on cleaning a room that has been used by a suspected, probable or confirmed COVID-19 case. It can be used to guide the cleaning of hostel/institution rooms and hotel rooms where a suspected, probable or confirmed COVID-19 case has stayed. It can also be used by education providers and accommodation providers or in any other public place.

General Principles - Preventive Actions for Hotel Workers

Good hand hygiene is essential to minimize transmission of infectious droplets.

Always wear disposable gloves when cleaning. When finished, place used gloves in a rubbish bin. Wash your hands immediately after handling these items.

Wash your hands thoroughly with soap and water for at least 20 seconds, making sure you dry them thoroughly. You can also use hand sanitizer (containing at least 60 percent alcohol) if soap and water are not available and if your hands are not visibly dirty. If using hand sanitizer, cover all surfaces of your hands and rub them together until they feel dry.

When cleaning thoroughly and efficiently it is good to remember two general principles:

- Top to bottom: start cleaning surfaces higher up and work your way to the floor. This method ensures that any particulates or debris fall to the floor which will be cleaned last.
- Clean to dirty: start by cleaning surfaces and objects that are cleaner and work your way to cleaning dirtier items (e.g., toilets). Avoid going from an area that has not been cleaned to an area that has been cleaned. This avoids dirtying the cleaned area and will ensure you aren't cross-contaminating items or surfaces

Prior to cleaning

Personal protective equipment (PPE): wear a disposable facemask, gown and gloves when cleaning. If the cleaning product manufacturer recommends eye protection, wear a face shield or goggles.

Order for putting on PPE:

- hand hygiene
- gown
- mask
- protective eyewear
- gloves (these can include heavy duty household gloves).

Any hospital grade detergent/disinfectant products are suitable for cleaning following a suspected, probable or confirmed case of COVID-19. Read label of cleaning products and follow recommendations provided on product labels. Labels contain instructions for safe and effective use of the cleaning product, including precautions you should take when applying it. Specific PPE and dwell time (how long the cleaning product should remain wet on the surface before drying) should be included in product instructions.

- Recommended cleaning product should be a 2-in-1 product (containing both cleaning and disinfectant properties) to increase efficiency.
- Keep the windows open for ventilation if possible.

Cleaning order

1. Remove all linen (bedding, towels, cushion covers and other fabrics) for washing and put in plastic bag (or non-porous container with lid) for transport to laundry room. Use a washing machine and detergent to wash thoroughly with the warmest temperature recommended on the item's label.
2. Remove all table-top appliances, crockery and cutlery and place in non-porous, covered container for transport to dishwasher/kitchen. Clean all table-top appliances (e.g., kettle) according to instructions. Clean all household items, such as dishes, cups, eating utensils thoroughly, preferably in a commercial dishwasher.
3. Clean inside and outside of all built-in appliances (e.g., refrigerator, oven)
4. Clean all 'high-touch' surfaces, such as counters, cupboards, table tops, doorknobs, light switches and window blinds.
5. Spot-clean any marks on soft furnishings.
6. Clean bathroom fixtures, showers and toilets with a separate set of cleaning equipment (disposable cleaning cloths, etc.) using disinfectant or bleach solution. Toilets should be last item in bathroom to clean.

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7. Remove gloves, wash hands with soap and water and dry thoroughly with clean towel or paper towel.
 8. Remove gloves, wash hands and put on clean gloves.
 9. Vacuum the carpet. Steam cleaning of carpets and rugs is not required.
 10. For hard floor surfaces, clean the floor with the prepared disinfectant or bleach solution, starting from one end of the premises to another (from the far side of the room working your way to the exit/door).
 11. At the end of cleaning, remove all used gowns, facemasks, gloves and other contaminated items in a lined container before disposing of them with other household/general waste. Wash your hands immediately after handling these items.

Order for removing PPE:

- gloves
- hand hygiene
- protective eyewear (if separate from mask)
- gown
- hand hygiene
- mask
- hand hygiene.

Common area - cleaning

Related to facilities and service

- To ensure the hygiene standard, sanitation treatment with international standard products is conducted at every hotel's facility.
- The frequency of cleaning with disinfectant to products or facilities which are often touched by the guests, such as door handle, elevator button, escalator, chair, table, etc. are increased
- All food & beverage are processed through international HACCP (Hazard Analysis and Critical Control Points) standards.
- The handling of every facility and service is aligned with the official protocol by the government.
- Education and campaign about COVID-19, healthy lifestyle as well as the importance of washing your hands correctly and periodically are conducted in every room and public area.

Reception and concierge

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

Necessary equipment and medical kit at the reception desk

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

- Germicidal disinfectant/wipes for surface cleaning Tissues.
- Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once (see Advice on the use of mask).
- Gloves (disposable)
- Protective apron (disposable)
- Full-length long-sleeved gown
- Biohazard disposable waste bag

Social distancing measures

- Hand cleaning, and respiratory hygiene Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19.
- Although it is probable that guests are social distancing including refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft) and avoiding anyone who is coughing or sneezing.
- Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eye nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests.
- Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

Technical and maintenance services

1. Water disinfection – It is necessary to maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, preferably at the upper limits of the range.
2. Dishwashing and laundry equipment – the proper functioning of the dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
3. Air-conditioning – although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools should be checked.
4. Dispensers - regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units should be rapidly repaired or replaced. The hotel action plan should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of interest (e.g. entrance to the dining hall, restaurants, and bars).

Restaurants, breakfast and dining rooms and bars

1. Information and communication: Restaurants, breakfast, and dining room and bar staff should perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible.
2. Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

Buffets and drinks machines

Buffets are not recommended – it is better to serve food and drinks at guests' table. If that is not possible, here are the rules that should be followed.

At the buffets, guests should avoid handling food. When necessary, change tongs and ladles more frequently, always leaving these items in separate containers. Clean and disinfect the buffet surfaces after each service. The coffee machines, soda machines, and others, in particular the parts more in contact with the hands of users, should be cleaned and disinfected at least after each service and more often if necessary.

Washing dishes, silverware, and table linen

The usual procedures should be used. All dishes, silverware, and glassware should be washed and disinfected in a dishwashing machine, including items that have not been used, as they might have been in contact with the hands of guests or staff. If for any reason manual washing is required, the usual steps should be followed (wash, disinfect, rinse), taking the maximum level of precautions. Drying should be carried out using disposable paper towels. Likewise, tablecloths and napkins should be washed in the usual manner.

Table setting

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

Procedures if someone is potential COVID-19 positive

Related to the staff

- Medical check-up during the recruitment process and during employment are done periodically.
- A medical check-up is held every 6 weeks for food & beverage handlers.
- The body temperature of every staff/vendor is checked every time entering the hotel area.
- Every staff member is required to wash their hands correctly and periodically.
- Additional hand sanitizer is provided in the various staff area.
- 'How to Handle Staff with COVID-19 Symptoms Procedure' is issued by referring to the official protocol by the government.
- The education and campaign about COVID-19, a healthy lifestyle as well as the importance of washing your hands correctly and periodically are conducted through several media and in many areas.

Related to the service to the guests

- A body temperature check is conducted to the guests in every hotel's entrance area.
- If a guest shows COVID-19 symptoms (fever, cough, shortness of breath and breathing difficulties) Hotel Assistant Manager (HAM) together with the Emergency Response Team will assist the guest is referring to the official protocol by the government.
- Isolation room, in-house Nurse and Doctor-on-call are available. The hotel has an agreement with 2 nearest Hospitals; Trogir and Split.
- Additional hand sanitizer is provided in every hotel's entrance as well as various hotel's public areas.
- A further check is conducted to foreigner guests, especially those who came from the government's list of travel restriction countries (China, South Korea, Iran dan Italia).
- Education and campaign about COVID-19, a healthy lifestyle as well as the importance of washing your hands correctly and periodically are conducted through several media and in many areas.

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