

CITY LODGE HOTEL GROUP



CLHG - ACCOMMODATING ESSENTIAL SERVICES PROTOCOLS

The following protocols must be adhered to in any CLHG hotel, which has been booked, in part or in its entirety, as assisting essential service workers with accommodation during the lockdown.

In accordance with the National State of Disaster pronounced by President Cyril Ramaphosa on 15 March 2020, arising from the rapid global spread of Covid-19, essential services may continue to supply goods and services and therefore companies and/or hospitals are looking for geographically suitable accommodation for their workforce.

CLHG in solidarity with government and the fight against the spread of Covid-19 will make certain hotels available for these purposes.

These individuals are not Covid-19 positive, but must be screened on arrival in accordance with the CLHG screening procedure below.

Every time a guest returns to the hotel after their workday, their temperatures must be taken and recorded.

The same must be done for working CLHG staff staying in the hotel.

THE SCREENING STATION

1. This must be a portable table (trestle table or the like), set-up outside the front door in the car park, before reception can be reached.
2. The following equipment needs to be used at every screening station:
 - a. A guest questionnaire (Annexure E)
 - b. A thermal scanner (Use the IR food scanner used for food temperatures and calibrate against a normal fever thermometer to check that it is accurate. No IR scanners are available currently)
 - c. Hand sanitiser
3. One of our staff members (AGM, DM or FOC level), wearing an apron, mask and gloves, will operate the station.
4. This individual will wash their hands every half an hour with soap and water as per prescribed hand washing protocol (Annexure C) and sanitise their hands before and after interacting with anyone.

CHECK-IN PROCESS

1. At check-in, the receptionist, before handing anything over for a guest to sign (reg. card and pen), must sanitise their hands and all items in front of the guest, before commencing with the check in. The guest also needs to be asked to sanitise their own hands before transacting with our staff.
2. **NO** cash will be accepted during this time. Credit card and cleared EFT payments only.
3. The guest must sanitise any credit cards before handing them over to our receptionist if applicable and the receptionist will do the same in return. The speed point machine must be sanitised before and after every use. (Use tissues and Dermarub for this purpose.)
4. The receptionist must sanitise the key card before handing the key to the guest.
5. It is optional for receptionists to wear gloves and masks, but should they choose to wear them, the gloves must be changed regularly and the sanitising steps outlined above still apply.
6. Only one person can check-in or stand at reception at a time and if possible and should more than one person be awaiting check-in, guests must queue at least 1m apart from one another. If possible, hotel should demarcate 1m intervals.

GUEST BEHAVIOUR DURING THE STAY

Guests are allowed to leave their rooms to go to their respective places of work and return, but may **NOT**, when in the hotel, “hang out” together in public areas.

The use of the gym and any other public facilities is **NOT** allowed.

The guests, according to a schedule, pre-determined by hotel management will be allowed to leave their rooms to stretch their legs once a day for fifteen minutes, in a staggered manner and in a pre-determined area.

Social distancing protocols must be adhered to during this time. (Every person must have at least a 2m distance from another person while outside and guests must sanitise their hands with Dermarub before and after their time outside).

The guest “exercise” area must preferably be outside in the fresh air, or in a well-ventilated parking area (Any virus if present in the air disperses a lot quicker in open air with good airflow).

Please discuss these options with your relevant operations director/manager.

ROOM CLEANING

Hotels staff may clean rooms every two days, according to the room cleaning procedure below, but linen will be changed only every three days.

All linen collected from the rooms must be sealed in plastic bags and taken straight to the laundry. No linen is allowed to be left on trolleys between stripping and cleaning.

Staff cleaning the rooms, must wear masks, aprons and gloves. For essential service hotels, the PPE must be discarded regularly if not between every room, but hands and gloves must be washed and sanitised after each room to avoid any possible cross contamination.

While cleaning the room, any face touching must be avoided at all cost!

Guests should use the time their rooms are being serviced, if they are in the rooms, as their daily step out time, as outlined above.

Chemicals to be used for room cleaning

1. Microbac from Hychem (1:10 ratio please ensure correct dosage)
2. Dermalub spray from Hychem
3. Microcide Chlorine tablets from Hychem.

Five tablets must be diluted in 10L water to get the WHO organisation recommended concentration of 1000ppm. (Hychem can supply 10L Buddy Jug for this purpose)
Fill a spray bottle with the Microcide solution to issue to cleaner. Ensure that the spray bottles are clearly labelled.

Please ensure that this is used cautiously, as it is very strong and will bleach carpets and fabrics.

A batch of this solution only lasts three hours, so please mix and issue just before room cleaning commences and leftovers must be discarded carefully.

4. QT 40 Test strips from Hychem to ensure correct PPM of QAC is attained in each batch once mixed and diluted. (Annexure A)
5. A test strip log sheet, to record that the concentration of chemicals used is correct, in case we are questioned on this at a later stage. (Annexure B)

Steps for room cleaning

1. Bedroom:

Apply a fine spray of Microbac to all hard surfaces in the bedroom and allow at least two minutes contact time. Wipe and clean the surfaces thereafter with a **YELLOW** microfiber cloth.

Vacuum cleaners should be used only after proper disinfection of other surfaces has taken place. All vacuum cleaners must be sanitised after every use, using Dermalub.

All electronic and high touch equipment like TVs, TV remotes, telephones and all door and furniture handles must be sprayed with Dermalub and wiped with a fresh cloth.

One cloth per room to be used to avoid possible cross-contamination.

2. Bathroom:

Use Microbac as recommended for the rooms above and normal toilet cleaning as per standard procedure with Microsan. **RED** cloth to be used for the toilet.

Allow at least 2 minutes of contact time. Wipe and clean with a clean **BLUE** microfiber cloth. After cleaning the bathroom with Microbac, spray a light mist of Microcide solution on all surfaces, including the toilet and allow 2 minutes minimum contact time.

Polish surfaces dry with a clean **BLUE** microfiber cloth and again use the **RED** cloth for the toilet.

One cloth per application per room must be used.

Cross contamination can occur, so this is of utmost importance.

Used cloths must be sealed in a specific plastic bag and must be washed after room cleaning in the washing machine on the Stainex cycle (80°C).

3. Waste disposal:

All waste from the bedrooms, including the PPE worn and discarded by the cleaners must be placed in a sturdy plastic bag, tied shut and must not to be re-opened at any time or for any reason.

These plastic bags must be disposed of in an outside bin and sprayed with any leftover Microcide solution, before the bin is closed. The outside of the closed bin must also be sprayed with the same solution.

Departed rooms must be cleaned and sanitised in the same way.

When room cleaning has been completed and all PPE disposed of, the cleaner must immediately wash their hands with soap and water for at least 20 seconds according to the hand washing protocol. (Annexure C).

LAUNDRY PROCEDURE

The laundering procedure for linen and cloths is as follows:

1. When a plastic bag containing the linen is full, this must be immediately taken to the laundry for washing. Machines can be filled and linen from each room does not have to be washed individually.
2. In the laundry, the plastic bag must be carefully emptied (without shaking the bag), directly into the washing machine, without having the linen touch anything in the laundry.
3. The linen must be washed on the hottest wash cycle (Stainex cycle at 80°C)
Please get Hychem to verify which cycle to choose on the machine, just to be 100% sure).
4. All the linen must be ironed on a hot setting. Towels to be tumble-dried until fully dry and hot enough to kill any potential viral matter.
5. Cloths must not be washed together with the linen; however, the same washing process must be followed for the cloths. Again all cloths can be washed together in once cycle.
6. The plastic bags that held the used linen and cloths, together with the gloves, apron and mask must be placed in an uncontaminated plastic bag, sealed with a tight knot and disposed of, in the outside bin. (Same bin procedure must be followed as outlined above).
7. This bin should have a lid and must remained closed.

8. When the laundry process has been completed and all PPE disposed of, the launderer must immediately wash their hands with soap and water for at least 20 seconds according to the hand washing protocol. (Annexure C).

FOOD AND BEVERAGE

Due to the unprecedented nature of this business, our usual food and beverage practices are not an option.

Tony Balabanoff is in consultation with various companies that offer airline type meals, delivered to the hotel fully prepared and packaged.

These meals are for breakfast, lunch and dinner and more information will be shared, once available.

The sale or public consumption of liquor during the national lockdown is strictly prohibited in line with the Disaster Management Act of 2002.

1. The pre-packaged meal will be delivered, on a tray (trays are being sourced and TBA) to the guest's front door and will be again placed outside the room door by the guest for collection by the hotel staff, when the guest is finished (Guest to phone reception to have their trays collected, before placing the tray outside the room).
2. A staff member, wearing a mask, gloves and apron, will collect the tray from the room.
3. Once in the kitchen, another staff member, fully kitted out in mask, gloves and apron will empty the used disposable containers and contents into the refuse bin and immediately place the tray directly into the dishwasher.
4. The tray must then be soaked in a pre-prepared tub with water above 80°C and Polycide and left to dry after soaking.
5. At no time must the tray be placed on any surface before the tray has been cleaned and sanitised.
6. Any dishes or cutlery must be placed in the dishwasher and must be washed at the highest temperature as per FCS standard and no other dishes should be washed alongside these.
7. When the dishwashing process has been completed and all PPE disposed of, the cleaner must immediately wash their hands with soap and water for at least 20 seconds according to the hand washing protocol. (Annexure C).

DELIVERY AND ACCEPTANCE OF GOODS

When accepting a hotel delivery of any kind, please ensure that the following steps are adhered to at all times:

1. The person receiving the goods must wear full PPE (mask, gloves and apron), after washing their hands thoroughly according to the correct handwashing procedure. (Annexure C).

2. All goods, if possible, must be received outside the hotel and delivery personnel must not be allowed to come into the hotel. (All other FCS receiving requirements stay in place)
3. Once the goods have been received, signed for and taken into the hotel- still wearing full PPE- all outside packaging must be sprayed and wiped down with Polycide and left for a minimum of five minutes before packaging is opened.
4. Discard outside packaging immediately and take outside to the refuse area after opening, then wipe all individual goods with Polycide before storing.
5. All surfaces that came into contact with the delivered goods must be sanitised immediately with Polycide.
6. Discard the PPE and wash hands according to the correct handwashing procedure. (Annexure C).

ANNEXURE A – HYCHEM CLEANING PRODUCTS



MICROBAC



MICROCIDE



MICROSAN



DERMARUB



SURFACE DEFENCE STANDARD TREATMENT (SDST)



QT 40 TEST STRIPS



POLYCID


ANNEXURE B – STOCK CONCENTRATION LOG


MICROBAC SOLUTION RECORD


[illegible]


ANNEXURE C- HAND WASHING


HAND HYGIENE


- 


1 Palms
- 

2 Backs
- 


3 Between Fingers
- 

4 Thumbs & Webs
- 

5 Knuckle Grip
- 

6 Fingertips
- 

7 Wrists



- * Wet hands under running water and then dispense one dose of liquid soap/ antiseptic onto hands.
- * Wash vigorously for 15 seconds. Following steps 1 - 7 without adding more water.
- * Ensure hands are well rinsed.
- * Dry hands thoroughly with paper towel and turn off taps with elbows or paper towel.
- * Dispose of towel in bin. Always use the foot operated pedal and not your hand to open bin.
- * Apply hand cream regularly.

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ANNEXURE D – HOW LONG DOES SARS-CoV-2 VIRUS LAST ON SURFACES

SARS-CoV-2 causes a respiratory illness known as Covid-19.

Studies suggest that people may acquire the coronavirus through the air and after touching contaminated objects, and then touching their face, mainly mouth, nose and eyes and that is how the virus enters the human body.

Many studies have been conducted to establish how long the virus can last on different surfaces, outside of a host. Although research is ongoing because this virus is still very new and a lot is not yet known about it, scientists generally agree on these guidelines:

Aerosols (floating in the air)	Up to 3 hours
Copper	Up to 4 hours
Cardboard	Up to 2-3 days
Stainless steel	Between 48 – 72 hours
Plastic	72 hours

What's getting a lot of press and is presented out of context is that the virus can last on plastic for 72 hours—which sounds really scary. But what's more important is the amount of the virus that remains. It's less than 0.1% of the starting virus material. Infection is theoretically possible but unlikely at the levels remaining after a few days. People need to know this.

-Carolyn Machamer – Professor of Cell Biology, John Hopkins

- Clean and disinfect surfaces that many people come in contact with. These include tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. Avoid touching high-contact surfaces in public.

ANNEXURE E - CITY LODGE GUEST SCREENING QUESTIONNAIRE

RIGHT OF ADMISSION RESERVED

NOTE: As per the regulations to the Disaster Management Act, 2002 published on 17 March 2020, any person who intentionally –

1. misrepresents that he/she/any other person is infected with COVID-19 is guilty of an offence and on conviction can be fined and/or imprisoned (for up to 6 months)
2. Exposes another person to COVID-19 may be prosecuted for an offence, including assault, attempted murder or murder.

Name: _____ Surname: _____

ID/Passport Number: _____

Contact Telephone Number: _____ Emergency contact Number: _____

Temperature reading: _____

Guest Signature: _____

HEALTH QUESTIONS:

1. Are you feeling generally well? YES/NO
2. If no, do you have any of the following symptoms:
 - Cough YES/NO
 - Fever | chills YES/NO
 - Sore throat YES/NO
 - Shortness-of-breath YES/NO
3. Have you travelled internationally in the last 30 days? YES/NO
If YES:
A) Which country(s) have you visited? _____ Dates: _____
B) Which country did you return to South Africa from? _____ Date: _____
4. In the last 14 days, to your knowledge, have you been in close contact with anyone who tested positive for COVID-19 or is awaiting a test result? YES/NO
5. Have you attended | visited a healthcare facility treating patients with COVID-19? YES/NO
6. Are you awaiting test results of a COVID-19 test? YES/NO

CLEARED TO CHECK IN

Name of Operator

Signature of Operator