

**BELLE MONT FARM**

**KITTITAN HILL**

— ST. KITTS, WEST INDIES —

# HEALTH AND SAFETY PROTOCOLS

## POST COVID-19 ENVIRONMENT

USE MASK



WASH HANDS



SOCIAL  
DISTANCING

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## **COVID-19 OVERVIEW**

St. Kitts and Nevis has one of the highest testing rates in the CARICOM and the Eastern Caribbean, and use only the molecular tests which are the gold standard of testing. The Federation was the last country in the Americas to confirm a case of the Coronavirus (Covid-19).

As of September 22<sup>nd</sup> there was 31,674,786 cases reported worldwide. To date, St. Kitts and Nevis has confirmed 19 cases of the (COVID-19), 17 cases have successfully recovered.

The ramifications of the Covid-19 pandemic has been felt globally! The Hospitality Industry in the Federation has been dealt a tremendous blow but have proven that with careful planning and the implementation of strategic protocols, the spread of the virus can be contained.

At Belle Mont Farm-Kittitian Hill, we continue to educate and train our staff, as well as providing our guests and owners with updates on developments through direct correspondence and social media postings.

During this time of uncertainty, we pledge our continued fight against this pandemic and will continue to follow the guidelines stipulated by the World Health Organization (WHO) and the Federation's Ministry of Health. We will closely monitor any and all developments and if deemed necessary, amendments will be made to relevant protocols outlined.

## COVID-19 FACTS

### WHAT IS COVID – 19?

COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in December 2019. It was first noted that it usually takes 2 to 14 days for someone to show signs of infection after having come into contact with someone with the disease. This 2019 virus is a new strain of coronavirus that has not been previously identified in humans.

**HOW COVID-19 SPREADS:** There are 2 main ways by which people can spread COVID-19:

- By the respiratory droplets of an infected person (who coughs or sneezes) to people who are within 2 meters/6 feet, i.e. it is spread person to person, and,
- By touching a surface, object or the hand of an infected person that has been contaminated with respiratory secretions and then touching their own mouth, nose, or eyes (e.g. touching door knobs or shaking hands then touching own face)

### COVID-19 SYMPTOMS

The most common symptoms of COVID-19 are:

- Fever
- Dry cough
- Tiredness

People of all ages who experience fever and/or cough associated with difficulty breathing/shortness of breath, chest pain/pressure, or loss of speech or movement should seek medical attention immediately.

Other less common symptoms that are usually mild and begin gradually include:

- aches and pains
- nasal congestion
- headache
- conjunctivitis
- sore throat
- diarrhea
- loss of taste or smell
- rash on skin
- discoloration of fingers or toes

Some persons may show no symptoms (asymptomatic), but are positive

According to WHO, most people (about 80%) recover from the disease without needing hospital treatment.

### SCREENING AND TEMPERATURE CHECKS FOR SYMPTOMS OF COVID-19

Prior to entering Belle Mont Farm – Kittitian Hill, employees, guests and visitors will be screened.

The following are some screening questions that will be asked, in the event of a temperature reading of 100.4 F or 38 C or above:

- Have you been in close contact in the past 14 days with a confirmed case of COVID-19?
- Have you been diagnosed with COVID-19?
- Have you been told by a health care provider or public health official to self-quarantine?
- Are you experiencing a cough, shortness of breath/difficulty breathing, chills, muscle pain, new loss of taste or smell, or sore throat?
- Have you had a fever in the last 48 hours?
- Have you had vomiting or diarrhea in the last 24 hours
- Have you had a fever in the last 48 hours?
- Have you had vomiting or diarrhea in the last 24 hours?

**Temperature Checks:**

Fever, remains among the key symptoms displayed and, due to this, screening by temperature checks for employees, guests, patrons and visitors is an essential measure. An elevated temperature of over 100.4 degrees Fahrenheit (F) or 38 degrees Celsius (C) is cause for concern.

**General Rule:**

Employees, guests, patrons and visitors must be screened with the use of a no-touch thermometer.

- Temperature screening done at the start of every work shift. Monitoring forms are used for recording temperature check.
- Staff with elevated temperatures, i.e. over 100.4 F or 38 C, will not be allowed to work and recommended for further screening.
- Staff are instructed to stay at home if they are unwell and/or if they, or a household member, exhibit COVID-19 symptoms.
- Staff with elevated temperatures or exhibiting COVID-19 symptoms are asked to refrain from work and seek medical attention to be tested
- Guests can expect to be asked for a temperature screening upon checking in, entering dining locations, Wellness Centre, Gym and any activity such as Nature Walk, Yoga etc.
- Guests displaying elevated temperatures will be asked not to participate in planned activities. The on call medical practitioner will be contacted for further consultation.

## OUR RESPONSIBILITY TO OUR GUESTS AND EMPLOYEES

At Belle Mont Farm-Kittitian Hill the responsibility of our employee and guests' safety is our priority! Our commitment to health and safety is steadfast with continuous training and enforcement of standard procedures and protocols for our team members.

We are kept informed via various means such as the local Ministry of Health, the Covid-19 Task Force Centre, the World Health Organization and The Center for Disease Control. We are pleased to inform our guests should they inquire on what we intend to do to keep them safe and healthy while visiting Belle Mont Farm.

The team at Belle Mont Farm-Kittitian Hill looks forward to welcoming back our local, regional and international guests, offering a service that is second to none and in keeping with all health & safety guidelines to keep guests and employees' safe.

## HOTEL POLICY - GENERAL MEASURES

- The Hotel will be inspected by the St. Kitts Tourism Authority, Ministry of Health and the Covid-19 Task Force Center. If approved for operation, will be given the Travel Approved Seal.
- All employees will be trained by the relevant governmental agencies and will receive ongoing internal training on all protocols implemented in accordance with the guidelines from the World Health Organization (WHO) and the local health authorities.
- All employees, visitors and guests will be subjected to a temperature screening upon arrival to the property.
  - If the employee or visitor's temperature is above 37.8 degrees Celsius or 100.4 degrees Fahrenheit the individual will be asked to return home and seek medical attention.
  - In case of Covid-19 symptoms during work, the employee will be taken to a designated isolation facility on property and the Company's temperature check and health check questionnaire will be done. The Company's on-call medical practitioner will be contacted for further consultation.
  - If a guest temperature is 37.8 degrees Celsius or 100.4 degrees Fahrenheit or above, while they are staying on property, the guest will be taken to a designated isolation facility and the Company's on-call medical doctor will be contacted for further consultation. The individual will also be asked to complete a health questionnaire which will be provided to the Company's medical practitioner upon his arrival to property.
- All employees will be required to wear Personal Protective Equipment (PPE) and adhere to strict procedures of wearing masks, gloves and other relevant PPE for their respective tasks.
- All employees and guests will be required to hand sanitize upon arrival to property.
- Fully stocked hand sanitization stations will be located in all public areas and employee areas, including Hotel/Great Wall Entrances, Pool, Reception and all Dining locations and all staff areas.
- Restaurant seating areas have been redesigned to comply with social distancing protocols.
- Stringent hygiene and safety protocols will be maintained in all areas of the hotel.
- All high touch surfaces will be sanitized every 30 mins and directly after use.
- All public areas such as lavatories (guest and employee) will be cleaned and sanitized every 1 hour.
- All employees will be trained about the risks related to Covid-19 and the necessary protection and prevention measures such as:
  - Social distances protocols
  - The correct use of mask and gloves and other protective and safety gears and equipment.

- Correct washing and sanitizing of hands.
- Breathing and coughing or sneezing, covering nose and mouth.
- Air-conditioning units will be cleaned once per week.

## OPERATIONAL AREAS MEASURES

GUEST SERVICES
<b>ARRIVAL:</b> <ul style="list-style-type: none"> <li>• In room check-ins available.</li> </ul>
<b>GUEST TRANSPORTATION:</b> <ul style="list-style-type: none"> <li>• All drivers required to wear masks, and other protective gears as required.</li> <li>• Vehicle will be sanitized and disinfected upon arrival and departure of guests.</li> <li>• Drivers required to wash their hands before and after sanitizing and disinfecting the vehicle; after transporting guests, and before loading and unloading luggage.</li> <li>• Drivers will limit conversations to a minimal where possible.</li> <li>• Guests will be transported in the back seat of the vehicle.</li> <li>• Guests are required to wear mask.</li> <li>• The driver may be separated with a Plexiglas or clear vinyl sheet.</li> </ul>
<b>LUGGAGE HANDLING:</b> <ul style="list-style-type: none"> <li>• Guests are informed of sanitization procedures.</li> <li>• Verification of accurate number of pieces for each guest.</li> <li>• Luggage will remain locked and thoroughly sanitized.</li> <li>• Driver will be required to wear gloves during the handling of luggage. These will be properly discarded after the luggage has been sanitized.</li> <li>• Luggage will be tagged on arrival and transported to guest room.</li> </ul>
<b>CONCIERGE/RECEPTION:</b> <ul style="list-style-type: none"> <li>• Guest temperature checks will be performed at Potting Shed (Guest Welcome Area).</li> <li>• We encourage mandatory hand sanitization on arrival and throughout the guest stay. Hand sanitizers will be provided.</li> <li>• Were necessary, we provide guests with masks should the guest not have their own.</li> <li>• Concierge/reception areas are sanitized with industrial strength sanitization solution before and after each guest interaction/contact.</li> </ul>

FOOD & BEVERAGE
<b>PPE:</b> <ul style="list-style-type: none"> <li>• All employees will wear face masks, and other safety gears as directed by the HACCP and stipulated by the local health authorities.</li> </ul>
<b>Social Distance:</b> <ul style="list-style-type: none"> <li>• The number of tables have been reduced and spaced to allow for social distance protocols at the restaurants and bars.</li> </ul>
<b>Service Styles:</b> <ul style="list-style-type: none"> <li>• Take out services available upon request.</li> <li>• Heightened food safety standards by serving only a la carte menus. No buffets.</li> </ul>
<b>Menus:</b> <ul style="list-style-type: none"> <li>• Takeout menus will be available and uploaded to social media pages and apps.</li> <li>• Physical menus will be laminated so they can be easily sanitized before and after use.</li> </ul>

**Hand Sanitation:**

- Mandatory hand washing/sanitizing will be enforced. Hand sanitizing will be done before and after serving each guest.
- Hand sanitization stations will be placed at the entrance and exit of restaurant.
- Hand sanitization stations will be placed at all work stations within the restaurant and bars.

**Sanitation:**

- All serving utensils and bill presenters will be sanitized before and after each meal.
- All surfaces will be sanitized every 30 mins.
- Utensils and crockery will not be left in the open air.

**Grooming:**

- All employees will wear hair nets.
- All male employees engaged in food service will not have facial hair.
- Employees will be required to change out of hotel uniforms upon departure from hotel.

**CULINARY****PPE:**

- All employees will wear disposable face masks, face shield, gloves, hair nets and all other safety gears as directed by the HACCP. All PPE will be cleaned and replaced in accordance with World Health Organization standard & the local COVID-19 Legislation. Face masks will be changed if it becomes damp.

**Sanitization of Fruits & Vegetable:**

- Fruits and Vegetables will be thoroughly washed in 1 tsp bleach to one gallon of water.

**Sanitation:**

- All culinary employees will wash their hands according to the stipulated time frame of 20 second minimum and sanitized before and after preparation of each meal.
- All employees will practice the strictest sanitation and hygiene practices to avoid contamination, according to HACCP and local & international food & beverage standards.
- Kitchen counters will remain clean and will be sanitized every 30 minutes.

**Social Distancing:**

- Employees will be spaced to maintain social distancing.

**Grooming:**

- Male employees engaged in food preparation will be required to cover their facial hair with a beard guard or remove such beard.
- Employees will be required to change out of hotel uniforms upon departure from hotel.

**KITCHEN & STEWARDING****Sanitization:**

- Operational kitchens will continue to be sanitized every one hour.
- All food contact areas surfaces including chopping boards, meat cutters will be cleaned and sanitized prior to and after each use and in regular intervals once at rest.

**PPE:**

- Stewards are required to wear appropriate PPE such as gloves, masks, hair nets, aprons and other safety gears as required by HACCP and hotel policies outlined. All items will be cleaned and sanitized and replaced as required.

**Sterilization of Kitchen Equipment & Utensils:**

- All equipment and utensils will be washed and sanitized using OASIS 146 Ecolab sanitizer and sterilized in water temperature of 190 degrees Fahrenheit.



## HOUSEKEEPING

### Housekeeping services:

- Rooms will be thoroughly cleaned and sanitized prior to guest arrival, with a once per day cleaning service upon request.
- Turn-down service offered upon request.
- Drinking glasses in guest rooms will be changed twice per day.

### PPE:

- Room attendants required to wear facial mask/face shield, hair covering, gloves and other protective gears as is necessary when servicing guest rooms.

### Sanitization:

- High touched areas and equipment including but not limited to remote controls, telephone, coffee maker, lamps, refrigerators, door handles, faucets, etc) will be sanitized with a clean set of micro-fiber cloth for each room, to avoid cross contamination.
- Strengthening the cleaning and disinfection of room facilities including floors, outdoor seating, bedding, hard surfaces and soft furnishings.
- Rooms will be deep cleaned, disinfected and sanitized after every checkout.
- Sanitation solution will be left on hard surfaces for 1 minute before wiping to ensure sanitation is maximized.
- Waste bins will be disinfected with appropriate cleaning and disinfectant agent.
- Increased sanitization stations on all room blocks.
- Mattresses, soft furnishings and bathroom facilities will be steam cleaned.

### Bed linens & Towels:

- Linens will be handled with extreme care while being transferred to and from guest rooms to avoid any potential contamination.

### Disinfectant:

- Disinfectant kits will be added to in-room guest amenities.

### Public Areas:

- All public areas will be cleaned and sanitized at the start of each day and refreshed every 2 hours.
- Industrial strength sanitization solution will be used on hard surfaces and left for 1 minute before wiping clean.
- Industrial antibacterial toilet bowl and bathroom cleaners will be used according to manufacturer's standards and instructions.
- Single use hand towels will be provided and replenished regularly.
- Antibacterial soap will be provided.
- Fully stocked hand sanitization stations will be placed in all public areas including Hotel/Great Wall Entrances, Pool, Reception and all Dining locations.
- Social Distancing protocols enforced in all public areas including pool bar and pool deck.

## Laundry Services

### PPE:

- Laundry employees are required to wear face mask/face shield, gloves and any other PPE deemed necessary when collecting and handling used laundry.

### Delivery/Retrieval of Laundry:

- Laundry will be collected/delivered according to a collection schedule and placed in appropriate closed laundry bag/covered containers to minimize any potential contaminants.

### Sanitization:

- Used linens will be washed using appropriate methods for each type of linen, and laundered using the recommended water temperature and industrial strength laundry detergents and products according to manufacturer's standards and hotel policies.

- Any linens, towels or tableware suspected of containing human bodily fluids will be labelled, tagged, and laundered with appropriate cleaning & hygienic products.

## WELLNESS & ACTIVITIES

### PPE:

- All Wellness Attendants/Therapists will be required to wear facial mask/face shield, and other protective gears as is necessary, when performing wellness treatments.

### Hand Sanitization:

- Employees will be required to wash their hands for 20 seconds before and after each treatment.

### Sanitization of Wellness Centers and Gym:

- Strengthening the cleaning and disinfectant of wellness rooms and gym facilities including floors, seating, bedding, hard surfaces and soft furnishings.
- All high touch areas will be sanitized and disinfected before and after usage and in between 30 minute intervals.
- Bathroom facilities will be sanitized and disinfected before and after.

### Transportation of Wellness Towels:

- Linens will be packaged in a closed bag/container and handled with extreme care while being transferred to and from the wellness centers & gym to avoid any potential contamination.

### Uniform:

- Attendant's uniforms will be laundered daily.
- Employees will be required to change out of uniforms prior to leaving the hotel property.

### Temperature:

- If a guest exhibits signs and symptoms of COVID-19 during treatment, he/she will be taken to the designated isolation center for further consultation and follow up with the on-call medical practitioner.

### Sanitization of Towels, Linens & Other Equipment:

- Massage beds will be sanitized before and after each usage.
- All towels & linens, robes & wash cloths will be sanitized before and after each use, using industrial strength products cleaning agents and washed in temperatures required to eliminate pathogenic microorganism that may exist.
- All manicure, pedicure, facial and massage equipment will be fully sanitized before and after each use.
- All utensils used will be taken to the stewarding wash areas to be cleaned and sanitized after each usage.

## The Workshop

### Sanitization:

- All gym equipment will be cleaned and sanitized before and after use.
- Cleaning and sanitization solution will be available for guests who would like to do a personal clean and sanitization before use.

### PPE:

- Spa & gym attendants will be required to wear mask/ shield, gloves and other PPE as required.
- Guests will be required to wear mask upon entering the gym.

### Limited Occupancy:

- Gym occupancy level will be reduced at 4 persons at any given time.

### Hand Sanitizing:

- All guests will be required to hand sanitize prior to entering the gym. Hand sanitizers will be available for Guests to use if they so desire.

### Social Distancing:

- Guest will not be allowed to utilize equipment in close proximity to other persons in an effort to comply with social distancing protocols.

**RECEIVING & STORES**

**PPE:**

- Employees will be required to wear facial mask, gloves and other protective gears as necessary when receiving and delivering items. All deliveries will be scheduled in advance.

**Receipt of Goods:**

- All food items must be transported in a clean vehicle and clean containers. Any food items transported in a dirty container or vehicle will not be accepted.
- Dried goods and vegetables must be covered while being transported.
- Cold deliveries such as meat, ice creams, etc must be transported in a refrigerated vehicle or they will not be accepted. Temperature of goods will be tested by the receiving clerk upon arrival to stores- if temperatures are not met according to HACCP standards, they will not be accepted.

**Hand sanitization:**

- Hand sanitizers will be made available to delivery suppliers upon arrival to property and at the loading bay.

**Cleaning and Sanitization of Receiving Area:**

- Receiving areas will be cleaned and disinfected at regular intervals.

**Cleaning and sanitization of Delivered Goods:**

- Goods received from outside suppliers and also internal farm will be wiped/washed cleaned in the designated receiving area.
- Food packaging will be wiped using appropriate cleaning agents before taken to the refrigerators and stores.

**Weddings & Events**

**Open-Air Venue and Well-Spaced Table Arrangements Will Be Encouraged:**

- An open-air or outdoor wedding means plenty of space, which will help to maintain physical distancing.

**Service Style:**

- Precautionary measures for a contactless serving of dishes will be implemented. For example, one designated server will be assigned to serve a dish each at the buffet to avoid guests touching the cutlery/spoons.

**Sanitization:**

- All venues will be cleaned and sanitized pre and post the wedding & meeting functions.
- Make- up artist, hairstylists and vendors will be required to sanitize their products prior to usage.

**PPE:**

- Makeup artists and hairstylists will wear masks and other PPE when carrying out specific tasks.

**Minimum Vendor Parties:**

- Photographers, Florist and other vendors will travel in smaller teams to ensure social distancing protocols.

**Length of Ceremony:**

- Ceremonies will be kept at a shorter duration time.

**SITE VISITS & TOURS**

**Covid-19 Protocols**

- All visitors arriving for a site visit or tour of property must adhere to the Health and Safety Protocols (Temperature Check, face mask, hand sanitization at the Main Gate and Great Wall areas.

**Minimum Groups Allowed**

- Groups will be kept to a maximum of ten (10) persons.

**Advanced Booking:**

- Site visits and tours must be made 24 hours in advance booking through the local Sales Office.

**Duration of Tour:**

- A tour duration will last no more than 45 minutes to 1 hour.

## EMPLOYEE PROTOCOLS & TRAINING ON THE “NEW NORM”

### PPE:

- Employees will be required to wear protective gears for the completion of assigned tasks while on property.
- Employees who are at high contact risk (Laundry/Room attendants) will be outfitted in gloves, face shield or goggles, disposable shoes covers and protective gowns to carry out specific responsibilities:

### Temperature screening:

- All employees, contractors and service personnel entering Kittitian Hill property and Arthur’s Restaurant will be subjected to mandatory temperature screening protocols.
- If temperature is indicative of a fever, the Health Check Questionnaire and Self Isolation protocols will be implemented.

### Training:

- All employees will be required to attend mandatory training sessions within their respective departments upon commencement of employment. Training sessions will include the following topics:
  - Roll out of new COVID-19 procedures/protocols.
  - “Show & Tell” training on the correct way of handwashing.
  - The importance of following all COVID-19 protocols.
- Managers continuous monitoring and reinforcement of Company COVID-19 procedures such as:
  - Thorough hand washing.
  - Employees covering coughs and sneezes the correct way.
  - Employees not reporting for work when feeling unwell.
  - Wearing of facial masks when congregating with team members.
  - Security Officers refraining from the usual open door courtesy upon arrival of guest taxis. (This will be done by the driver of the vehicle).
  - No shaking of hands or hugging of guests or other employees.
  - Placement of COVID-19 informative literature in all back of house areas.
  - COVID-19 “Etiquette” talks in daily briefings. Supervisors/Managers will ensure individual team members are briefed on etiquettes that must be followed daily to ensure prevention and safety against COVID-19.

### Sanitization Stations:

- All staff areas will have fully stocked hand sanitization stations.

### Cleaning & Disinfectant of Work Stations:

- All work stations/offices will be cleaned & disinfected within regular intervals.
- High traffic offices and used meeting spaces will be cleaned and disinfectant daily.
- All staff areas will be equipped with trash receptacles. These will be emptied daily.
- Increase cleaning of AC vents.

### Sanitization of Time Clock Machines:

- Disinfectant wipes will be placed at all time clock machines.

### Employee Tools & Equipment:

- Employees will be discouraged from using other employee’s phones, tools & equipment where possible.
- Tools & equipment must be sanitized at the end of every shift, and before being reassigned to other employees during the same shift.

### Social Distancing:

- All areas where employees queue up will be clearly marked with social distancing floor markings and signage. i.e employee cafeteria.

## Financial Department Operations

### Collection & Delivery of Cheques/payments:

- All persons arriving to collect checks must adhere to the Health and Safety Protocols of wearing a facial mask and temperature screening.
- Cheque collection days have been reduced to Thursdays and/or Fridays weekly.
- 1 Pen is sanitized and used for signature purposes by the collector. This is sanitized after use.
- Persons receiving items from the Messenger **must** first apply the hand sanitizer provided.
- The Messenger is required to wear a facial mask when interacting with individuals while performing his off-site duties as a part of the Company's health and safety protocols.

## MANAGEMENT OF SOLID WASTE ON PROPERTY

- Increased waste dumpster from one to two dumpsters.
- Increased removal of waste from property to dump site from once to twice weekly with increase depending on hotel occupancy
- Biweekly brush cutting in the area of the dumpsters
- Weekly Pest Control Treatment to dumpster location.

## POTABLE WATER RESOURCES

- Twice daily checks to the well, bladder and hilltop storage tank.
- Water cleaning done weekly with documentation of checks and treatments
- Regular filtration checks with filter changes according to tests
- Twice Daily water tests with documentation
- Regulation checks by Governmental Water Department Technicians.

## IN-HOUSE GUEST ISOLATION PROTOCOLS

- An on-call physician will be informed should a high temperature reading be obtained or the sudden unwell of a guest.
- Guest(s) will be moved to designated isolation rooms.
- Employees will not be allowed to interact with persons in isolation.
- Guests will be outfitted with full PPE while being transported to the isolation location.
- Guests will receive meals in disposable containers served via Room Service Personnel while awaiting consultation by the on-call medical practitioner.
- Meals will be left on the entry table on the entry deck of the room for guests to retrieve.
- Telephone contact from Guests Services and F&B outlets notifying guests of food delivery and placement after consumption.
- Removal of Room Service Trays will be collected from entrance table outside Guest Room.
- All contact with items from Guest room should be done wearing full PPE (gloves, face mask, face shield/goggles, gowns and dispose of them immediately after contact.
- Trays should be washed and sanitized in hot water of 150 degrees F or above.
- Dishwasher temperatures should be maintained at 150 degrees F wash cycle and 180 degrees F for final rinse.
- All dirty linen should be placed in a separate labelled laundry bag and taken to laundry area.
- Public area, Front Desk or any area where the Guest has had contact should be sanitized.

- General Manager & Director of Rooms will remain in contact with guests during the isolation/quarantine period.
- Only the Company's on call medical practitioner or a member of the COVID-19 task force can give clearance from isolation/quarantine.