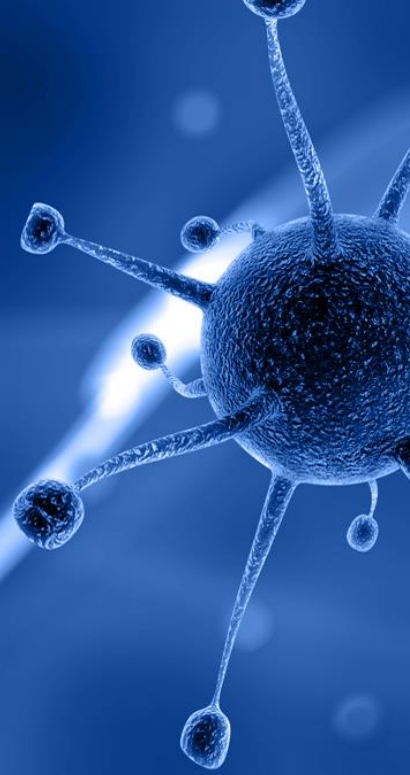
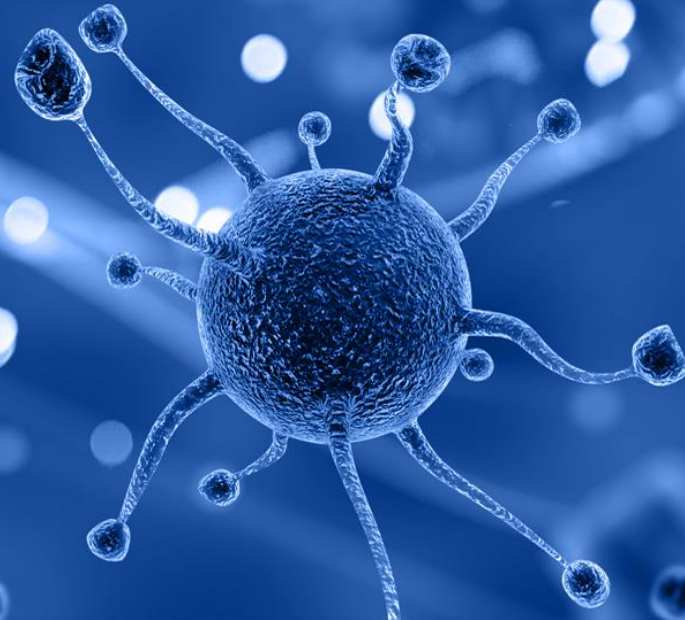
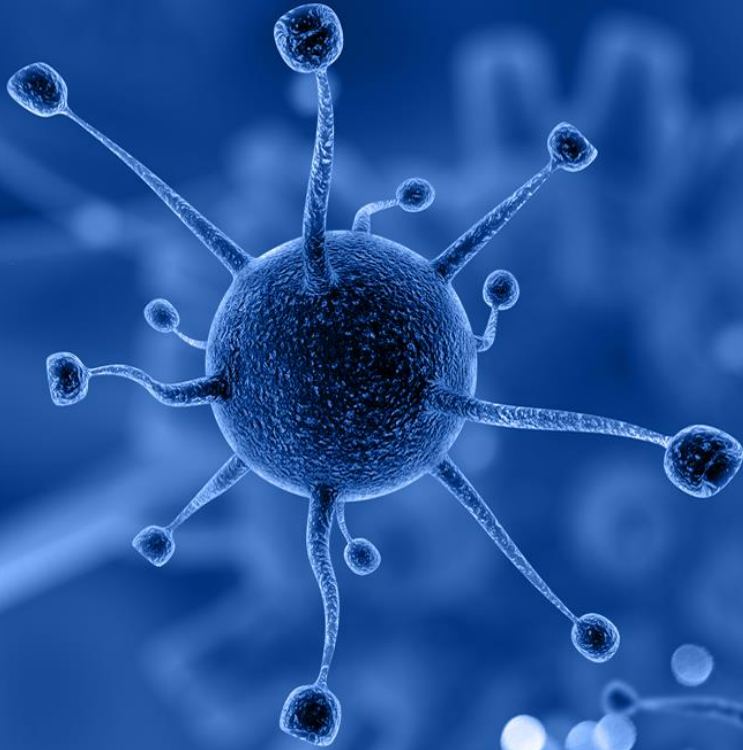


# PREVENTING THE SPREAD OF ILLNESS (POSI) IN HOTEL OPERATIONS



PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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# RESPOND

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

## General Methods to Prevent the Spread of Illness



Determine accurate sources of information for recommendations and measures for the prevention of spread of illness. The World Health Organisation (WHO) and local authorities are always good places to start.



Activate POSI response program which includes establishing a POSI committee. An effective POSI program has the necessary infrastructure to ensure you are prepared and able to rapidly respond to an outbreak.



Conduct all necessary internal measures such as training, source control, administrative and engineering controls.



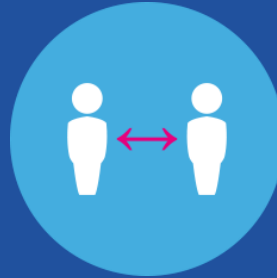
Provide guidance on best practices for personal hygiene and encourage personal protective measures among staff and between guests.

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

## General Methods to Prevent the Spread of Illness



Consider regular health checks (e.g., temperature and respiratory symptom screening) of staff, visitors and guests entering the hotel (if feasible).



Insist on social distancing, following the rule "Consider yourself infected, and you may transmit the infection to others, and consider others infected, and they may transmit the infection to you".  
Examples include dining arrangements, pool side spacing, etc.



Take the necessary precautions with guests / customers, staff & employees, suppliers & raw materials and waste disposal control.



Postpone, cancel or modify routine hotel operations which contribute to the spread of illness.

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

## General Methods to Prevent the Spread of Illness



Encourage guests to dine in their rooms or order room service when an outbreak is suspected or confirmed



Publish and clarify health, safety and hygiene instructions for guests, staff, suppliers and visitors. Examples include posters, signs, infographs, videos and voice messages. These must be implemented firmly by the security team and health & safety team.



Supplement floor plan / room directory with guidance on preventing the spread of illness and include on screens in lobbies, lifts, common areas, etc.

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

## Personal Protective Equipment (PPE) - Safe Ways of Working



Staff should be trained on the care and use of PPE. Videos should be available for training



Staff should know what PPE they should wear for each setting and context



Staff should have access to the PPE that protects them for the appropriate setting and context



Gloves and aprons are subject to single use after each high risk contact

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Personal Protective Equipment (PPE) - Safe Ways of Working



Surgical mask and eye protection can be used for certain sessions of work

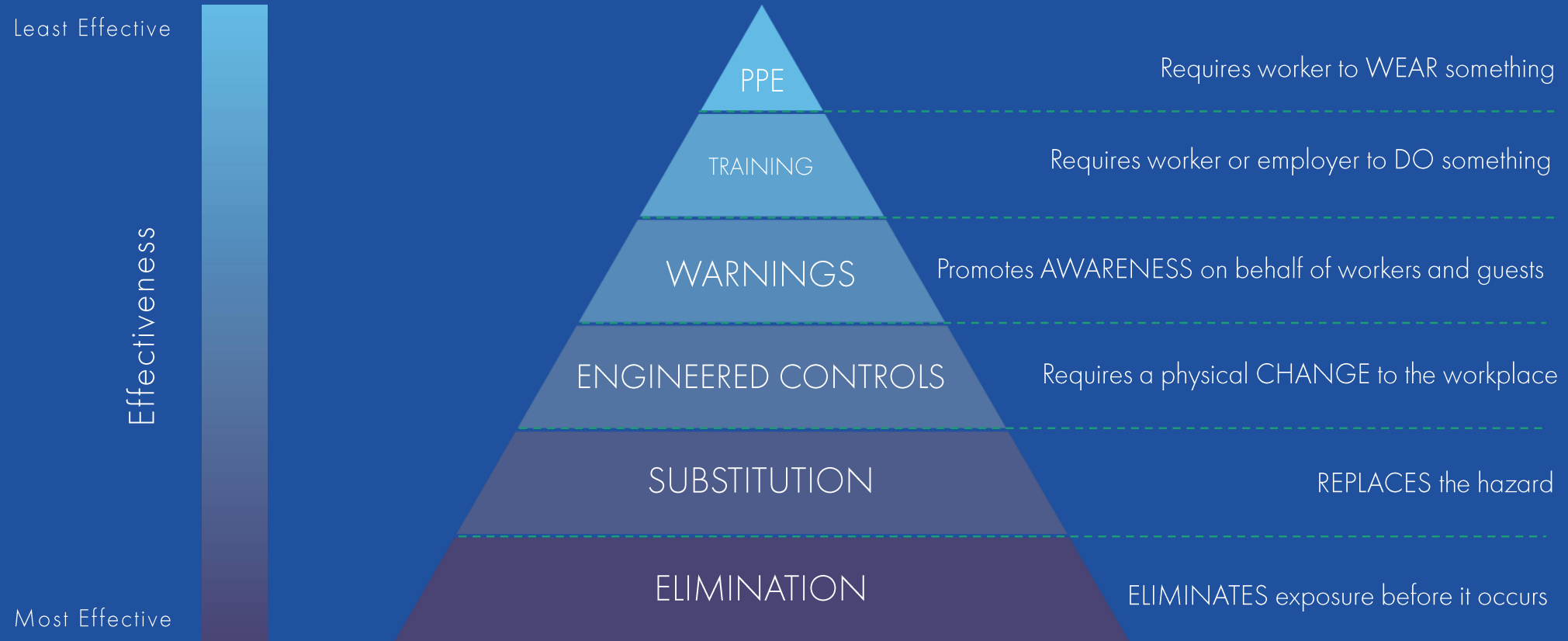


Hand hygiene should be practiced and extended to exposed forearms, after removing any element of PPE



Staff should take regular breaks and rest periods

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS





# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Risk Groups

- Consult accurate sources of information / data to understand whether certain individuals are more at risk than others.
- No matter which illness we are dealing with, the following groups typically experience heightened risk of infection:
  1. Over-60s, regardless of any medical conditions
  2. Under-60s, who have an underlying health condition
  3. A weakened immune system
  4. Pregnant women
  5. Minority groups or people of determination (POD)

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Risk Groups

- Risk should not only be considered in regard to the risk of infection but also in regard to the risk of transmission. For example, although they represent low risk of infection, children represent high risk as carriers of the illness. This should be taken into consideration in play areas, child care facilities, pools, etc. and hygiene practices should reflect the increased risk.

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Importance of Internal Communications

- Critical factor to prevent outbreak in hotels
- Illness should be reported from junior staff to line managers if staff, guests or suppliers:



Feel Unwell



Have come in contact with  
someone who has the transferable  
illness



Is returning from holiday in a known  
infected area / country

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Importance of Internal Communications

- Staff must report customer sickness or symptoms of illness if observed in guest rooms or public areas. Examples include sneezing and/or coughing, complaint of fever, diarrhoea, vomiting, or blood discharge.
- Instructions should be given from line manager to junior staff including procedure to deal with infected persons / area.

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Illness Report

- Must be prepared daily by hotel doctor/nurse or approved medical provider
- Keeping track of the number of ill/infected persons per day enables an effective response
- POSI committee should review the reports on daily basis and take action to stop suspected outbreak
- All illness reports and corrective actions must be recorded and stored in the hotel for future due diligence

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## How to Handle Sick Guests

- It is recommended to ask the guest with airborne infectious diseases to put on a surgical mask, stay in a single room, stop participating any mass assembling, and immediately seek medical help.
- Affected guests should be excluded from using swimming pools and any public water facilities until they have been symptom free for at least 48 hours and are eating and drinking normally. The affected guest's family may also be discouraged from using the pools until they are symptom free for 48 hours.
- Arrange for all guests who are ill to have their meals, food and drinks in their room whenever possible. Ideally room service should be provided until they have been symptom free for at least 48 hours.

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## How to Handle Sick Guests

- If it is practically possible, it is recommended to minimize contact between the sick guest and hotel staff.
- Hotel staff should wear a surgical mask for attending the sick guest, if necessary.
- Thorough decontamination of the room housing the sick guest should be performed upon the guest check out

PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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RECOVER



## Shut-down & Start-up procedures

What you need to know:

1. How to recognize and eliminate the hazards associated with shut-downs and start-ups
2. How to prepare the unit for a shut-down and start-up
3. What are the phases of the shut-down process
4. What are the phases of the start-up process

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Start-up Procedures (2 weeks prior to reopening)



Re-establish contracted  
pest control contract



Check expiry dates and condition of  
chilled and frozen foods



Review stock rotation and discard  
any stock that expired during shut-  
down

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Start-up Procedures (2 weeks prior to reopening)



Test all hotel assets to confirm operational integrity (pumps, generators, freezers, etc.)



Carry out all necessary refresher training to ensure personnel are prepared for start-up.



Conduct lab analysis and treatment for legionella of aquatic systems including air handling units

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Start-up Procedures (2 weeks prior to reopening)



Resume routine chemical treatment of swimming pools and undertake biological lab testing



Adapt security protocols in anticipation of start-up



Undertake general cleaning and disinfection protocols for all aspects of operations

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Disinfection Procedures

- Disinfection procedures start with using the correct chemical for each area.
- As per the WHO, the most effective chemicals OR the recommended disinfectants are:
  - Sodium OR Calcium Hypochlorite “0.5 %”(equivalent to 5000 ppm) which is used for walls, floors, corridors, kitchens, public areas, etc.
  - Prepared Quaternary Ammonium Disinfectants (QACs ) which is used for curtains, linen handles and food contact services.

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

## Cleaning of Special Areas- Fitness Rooms/Gyms, Children Clubs



Toys with suitable materials that can be easily cleaned and disinfected should be selected. Toys made of strong absorbents materials, such as wool or stuffed furry toys, should not be used if they will be shared



Large stationary toys such as climbing equipment should be cleaned and disinfected frequently or whenever visibly soiled



If toys are likely to be mouthed, it should be rinsed with water after disinfection between uses by individual children, or it should be alternatively washed in a dishwasher



Toys and equipment's such as blocks or trucks that are not put into mouths should be cleaned at least daily or when obviously soiled

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Linen Management



Used linen should be handled as little as possible with minimum agitation to prevent possible contamination of the handler or environment



Clean linen should be stored in the closed cabinet and handled, processed & transported separately from the used linen, and linen should be changed regularly and whenever a guest has checked out



Solid and bulky waste should be cautiously removed first. It should hence be handled as standard laundering procedure

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Linen Management



Disposable gloves should be used when handling the soiled linen contaminated with blood, excreta or body fluids



Gown / apron should be worn if cleaning procedure poses any risks of contamination of skin or working cloths



# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Disinfection Procedures

Disinfection of areas that can be closed to the public:

- Closed areas include rooms, kitchens, outlets, bars, stores, etc. These areas should be sprayed and closed until further notice and not allowed for anyone to enter it again.

Disinfection of areas that remain accessible to the public:

- Daily operating areas include public toilets, offices, elevators, handles, etc. to be sprayed on a daily basis using the recommended disinfectant.
- Sprayers distributed in all property entrance to spray and disinfect anything entering the property.

# PREVENTING THE SPREAD OF ILLNESS (POSI) PRINCIPLES FOR HOTEL OPERATIONS

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## Certification

Cristal will provide a certificate for the hotel and hoteliers for POSICheck module achievement when:

- Hotels meet or exceed the pass rate of 80% for certification; this score must be maintained to retain certificate.
- Hotel staff complete the full POSI e-learning module and meet or exceed pass rate of 80% on the competency assessment.



THANK YOU FOR YOUR TIME

