



CRISTAL  
INTERNATIONAL STANDARDS

# RoomCheck

STANDARD V.1





## ONE WORLD - ONE STANDARD - ONE SYSTEM

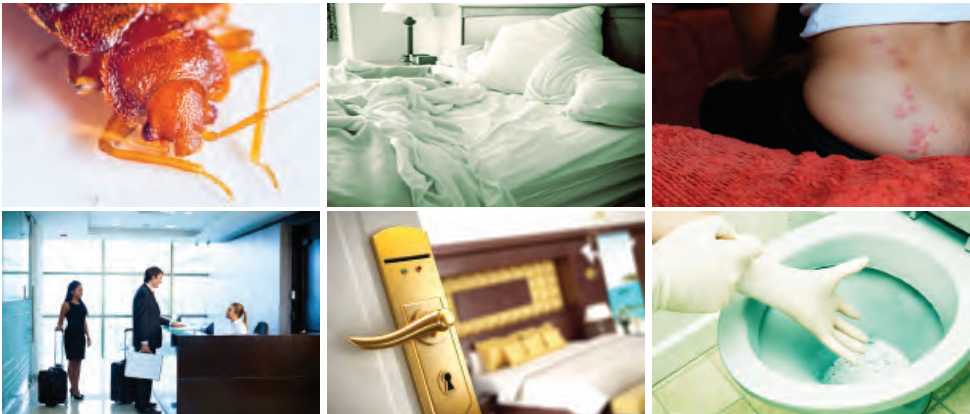
Today's modern traveller demands a higher level of quality and standards than ever before. The area of a hotel that affects guest experience the most is the quality and cleanliness of rooms. Your guests now expect your rooms to be clean and safe always. You owe it to them to guarantee that their room will meet international levels of safety and hygiene. The RoomCheck standard allows you to do this easily and effectively. By implementing the RoomCheck standard you will be joining a global network of hotels that can show that their guest rooms meet international standards.

A handwritten signature in white ink, appearing to read 'Steve Tate', positioned above the name and title.

**Steve Tate**  
Chairman  
Cristal International Standards

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## THE ROOMCHECK STANDARD

The RoomCheck Standard allows hoteliers globally to monitor the effectiveness of their housekeeping and room cleaning operations against an international benchmark.

In addition to measuring and evaluating the housekeeping performance, the RoomCheck Standard also has huge positive health implications as clean hotel guest bedrooms are much safer than those with poor hygiene standards, which pose specific health risks (e.g. Mold, bed bugs) and are also a route for transmission of infections (e.g. staphylococcus aureus, E. Coli, Norovirus).

This standard allows the housekeeping service to be checked regularly. Hotel management can then set targets to achieve the standard continuously. The standard sets parameters for each area of risk within a guest room from a health and hygiene perspective.

It allows for audits of the cleanliness of hotels rooms on a frequent, at least bi-monthly, basis. The hotel is subjected to rigorous audits by independent professional auditors. The results are discussed and agreed with the management of the hotel and any remedial actions implemented.

An executive summary and records document is presented to the management for future reference and record keeping. When a hotel can demonstrate that it reaches a high level of cleanliness they get invited to be listed on the [www.Room-Check.com](http://www.Room-Check.com) website.

# THE ROOMCHECK APPROACH

- The standard consists of a simple checklist to assess the key procedural and physical findings obtained during the room hygiene assessment.
- RoomCheck uses proven technology to provide immediate quantitative results on the cleanliness of guest rooms. It uses Adenosine triphosphate (ATP) reaction testing via handheld luminometers to provide a numerical evaluation of surface cleanliness that can have a dramatic impact when seemingly clean surfaces are shown to be anything but. RoomCheck also uses forensic techniques such as ultraviolet lighting to identify stains / dirt that are hard to detect with the naked eye.
- The ATP cleanliness benchmarking element of RoomCheck is integrated into an audit protocol that identifies any weaknesses in the policies and procedures of the cleaning and housekeeping teams. This is particularly important when dealing with the emergency procedures associated with a food poisoning or norovirus outbreak.
- The information and necessary corrective actions generated by RoomCheck are automatically integrated into [www.ecristal.com](http://www.ecristal.com) which provides real time information and task management functions. To better understand ECristal the following link demonstrates the key functionality: <http://www.cristalstandards.com/help/index.html>
- As an independent auditing body Cristal International Standards can provide verification of best practice that could not be as strongly endorsed by internal quality control and therefore adds more value to the results.
- RoomCheck is a service that can be easily adapted to fit a variety of environments and is part of the constant innovation strategy within Cristal International Standards.

## ROOM-CHECK.COM

Room-Check.com has been established to specifically address the issues of room hygiene and cleanliness in hotels and tourist accommodation. Whilst the [www.checksafetyfirst.com](http://www.checksafetyfirst.com) website provides details of hotels with successful risk management systems, [www.room-check.com](http://www.room-check.com) focuses specifically on the issue of room hygiene.



# SOURCES AND PREVENTIVE MEASURES TO DISEASES TRANSPORTED THROUGH GUEST ROOMS

1

## **EMPLOYEE HEALTH AND DISEASE CONTROL**

A person, while affected with any communicable disease or a carrier of such a disease, or while afflicted with boils, infected wounds, sores, or an acute respiratory infection, may not work in any area of a lodging establishment in any capacity in which there is a likelihood of the person contaminating equipment with pathogenic organisms or transmitting disease to other individuals. If the owner or operator of the lodging establishment has knowledge of any employee who has contracted a communicable disease or has become a carrier of such a disease, the owner or operator shall immediately consult with the relevant health authorities.

2

## **ICE**

Ice, if provided to guests in a lodging establishment, must be manufactured, stored, transported, and handled in a manner consistent with good hygiene practices. Processes and controls must be designed and monitored to ensure that neither the product nor the product area is subject to contamination. Ice must be dispensed with scoops, tongs, or other ice-dispensing utensils or through automatic self-service ice-dispensing equipment. Ice-dispensing utensils must be stored on a clean surface or in the ice with the dispensing handle extending out of the ice. Scooping of ice with a cup, glass, or similar container is prohibited. Ice storage bins must be drained through an air gap. When existing ice storage bins in areas accessible to the public are replaced, automatic self-service ice-dispensing equipment must be used.

3

## **GUEST ROOM TOILET AND BATHING FACILITIES**

Each lodging establishment must provide toilet, lavatory, and bathing facilities. In lodging establishments providing toilet, lavatory, and bathing facilities shared by more than one guest room, the facilities must be provided in the ratio of one restroom for each ten guests, must be provided separately for each sex, and must be available on each floor. To determine the number of guests, a single-bed unit is designed for two people, and a double-bed unit is designed for four people. All facilities must be provided with hot and cold running water under pressure to each lavatory, shower, bathtub, and shower and bathtub combination at a maximum temperature of one hundred twenty degrees Fahrenheit [48.9 degrees Celsius] at the tap. Bathing or shower facilities must have a non-slip floor surface, such as a manufactured non slip bath tub or shower unit, a rubberized throw mat, or adhesive-backed non slip strips.

All toilets, lavatories, and bathing fixtures must be kept clean, sanitary, and in good repair when the guest room is in use and between stays of different guests.

# 4

## **UTENSIL WASHING**

Utensil washing must be sanitizing after cleaning and until use, all contact surfaces of equipment and utensils must be wrapped, sealed, or stored in a manner that protects them from contamination.

# 5

## **SINGLE-SERVICE ITEMS**

All single-service articles must be stored, handled, and dispensed in a sanitary manner and may be used only once. The use of common drinking containers in public places is prohibited. Single-service articles must be made from clean, sanitary, and safe materials.

# 6

## **BEDDING AND LINEN**

Lodging establishments that provide bedding and linen must furnish each guest with clean sheets and pillowcases for the bed, bunk, or cot to be occupied by the guest. Sheets must be of sufficient width and length to cover the mattress completely. All bath, linen, sheets, and pillowcases used by one guest must be washed and mechanically dried before being furnished to another guest. All bedding, including mattresses, mattress pads, quilts, blankets, pillows, sheets, and spreads, and all bath linen must be kept clean, in good repair, and stored in a sanitary manner. Soiled linens, uniforms, and other garments must be kept separate from clean linens to prevent cross-contamination. All clean linens must be stored on smooth, non-absorbent, cleanable surfaces located a minimum of six inches [152.4 millimeters] above the floor.

# 7

## **HOUSEKEEPING**

All parts of the lodging establishment and its premises must be kept neat, clean, and free from litter and rubbish. Operations or conditions may not constitute a health hazard.

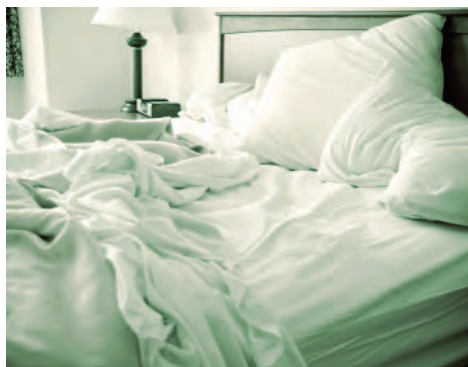
Cleaning operations must be conducted in a manner that minimizes contamination of facilities.

Cleaning equipment, supplies, insecticides, paints, and other toxic or hazardous products may not be stored above or next to linens. All cleaners, sanitizers, and disinfectants. An ingredient label and "direction for use" label on each chemical being used must be readily available for reference or inspection. All containers used for dispensing these chemicals must be prominently and distinctively labeled for identification of contents.

### **RESOURCES:**

1. [www.room-check.com](http://www.room-check.com) (Website promoting clean hotels)
2. [www.checksafetyfirst.com](http://www.checksafetyfirst.com) (Website promoting safe hotels)
3. [www.ecristal.com](http://www.ecristal.com) (Online system for viewing reports, information and tasks)
4. [www.cristalstandards.com/help/index.html](http://www.cristalstandards.com/help/index.html) (Help using ECristal)

THIS SECTION OF THE MODULE ADDRESSES THE REQUIREMENTS FOR CLEAN BEDDING THAT IS IN GOOD CONDITION AND DEVOID OF ISSUES SUCH AS BED BUGS. WE ALSO LOOK AT WHETHER THE MATTRESS IS SUITABLY PROTECTED, AS THIS CAN BECOME A BREEDING GROUND FOR PESTS AND ALSO AN ISSUE FOR THOSE THAT SUFFER FROM DUST ALLERGIES.



All beds (including cots / temporary bedding) provided should be of a type suitable for guest use. At the extreme, this requirement is to ensure that the bed in question is a proper bed and not some form of improvised bed that presents hygiene or safety issues. Ideally beds should be metal framed and without springs (to prevent pest harborage) however this is best practice rather than an absolute requirement. Beds, cots and coverings should comply with international standards where appropriate.

Mattresses should be in good condition, free from dirt or damage and fitted with complete protective covering. Mattress condition is vitally important, not just to the comfort of the guest, but also in the prevention of pest harborage. Dirty mattresses can attract and sustain pest colonies, whilst damaged mattresses can provide ideal harborage for pests that are attracted to human occupants. Protective mattress coverings can prevent any direct contact between mattress and occupant and also cover mattress seams which are a prime habitat for pests such as bed bugs.

The use of mattress coverings can also be beneficial for those guests who suffer from allergies to dust mites. The encasement type should be checked to determine whether it is fully enclosing or porous, as some covers are designed to be impermeable. Coverings should be checked regularly for dirt, rips or other damage and a schedule of replacement should be established as their effectiveness does degrade over time.

All areas under beds should be kept clean and free of a buildup of dirt, dust or objects. Whilst less obvious to a guest as a visual sign of cleanliness it is important to prevent the accumulation of material under the bed as this will attract and sustain a variety of pests. Early detection of a potential pest infestation can be hindered by allowing these areas to escape the cleaning process. Food items (and even non-food items like makeup) that fall into these areas can attract larger pests (e.g. rodents) and establish a reason for these pests to enter guest rooms in search of food. Guests with dust mite allergies will also not have a particularly comfortable night in a room filled with dust mite colonies that have been allowed to develop in these areas.

Bedding sheets / coverings used should be in good condition and free from dirt or damage. Immediate visual detection of dirt / stains on bedding is a major source of guest complaint. RoomCheck auditing will include the use of ultraviolet light to further examine the coverings and identify those stains that are more difficult to determine with the naked eye. The purpose of this is to identify whether the laundry process is effective in removing all material from the sheets during cleaning and also whether the coverings are being contaminated after the cleaning process.

A procedure for the changing of bed linen during and post occupancy should be available. This will ensure that all bed coverings are routinely changed and also that the housekeeping staff have clear rules for changing coverings that require changing even when not dictated by the schedule (e.g. due to staining or damage). The procedure should include all covering components, including those with a decorative purpose that may require less frequent cleaning / replacement.



## EXAMPLE PROCEDURE



General change of linen sheets upon check out, thereafter only every second day or upon guest request. This is not only to reduce cost by reducing the amount of changed linen sheets, but also to save water and chemicals to protect our environment.

The bedding should be free from any visible signs of pest infestation and a room that has been occupied but is now vacant prior to cleaning for next occupant should be thoroughly checked. The purpose of this is to identify whether there are any visible signs of bed bug infestation. This is achieved by checking a recently occupied bed for signs of blood spots. These blood spots can be indicators of bed bug feeding activity. In addition the mattress and bed linen should be physically checked for unwanted occupants.



**THIS SECTION DEALS WITH THE PHYSICAL INDICATIONS OF CLEANLINESS ASSOCIATED WITH THE ROOM IN GENERAL. MOST OF THESE ISSUES ARE PHYSICAL IN NATURE WITH IMMEDIATE VISUAL INDICATORS SUCH AS STAINS AND DAMAGE.**

Carpets and rugs are inspected for signs of deterioration, stains, build-up of foreign matter. Whilst damage could present a safety hazard (trip hazard) we are primarily concerned with the issues of pest attraction and harborage. A visually dirty floor covering is an immediate indication that the vacuuming / cleaning process is either ineffective or not undertaken. The most likely stains and foreign matter are from in-room dining and therefore this will attract and provide a food source for pests. Even if the amount of material is minor, the smell of the residue will be a beacon to pests that are on the hunt for potential food sources and therefore attract them into the guest room. Some pests will find even the stain sufficient sustenance and the guest room then becomes the ideal environment to start a colony.

At the microbiological level the organic components of any stains will allow for the multiplication of bacteria that may become harmful and be transferred from the initial source location to other areas in the room.

Damage to the floor coverings allows for pests that do enter the room to find harborage and even move around undetected. In addition, the effectiveness of cleaning processes can be hindered by the damage.

All pieces of equipment / fittings within the room should be in good condition and free from dirt / damage. Any feature of the room that is visually dirty will be a cause for concern, and as with the floor coverings it is important that any damaged items either be repaired or removed where they can no longer be effectively cleaned and also where they present a possible harborage for pests. Some items of equipment within the room may have specific characteristics that require an appropriate cleaning regime (e.g. televisual equipment generates a static electrical charge during operation / standby that will attract airborne dust to the surfaces of the equipment, therefore antistatic cleaning materials should be used). The cleaning process in the room should be designed to prioritize high risk / high contact areas and prevent contamination being transferred from one surface to another.

Each area / piece of equipment / fitting within the room must be clearly identified in the cleaning process. Items such as minibars and cot bedding for children should be part of the cleaning process and responsibility for cleaning should be clearly allocated (i.e. cleaning of minibars should be conducted by housekeeping when cleaning the room and during restocking this should be repeated by the room service team. This example is used as it is found to be a common issue where nobody has been given clear responsibility for this area and cleaning has not been conducted as each person believed that the other was doing it. Minibars that are not cleaned are a major risk to guests as they are handling food immediately after contact with the minibar and the process of restocking these can be a major source of contamination spread between rooms).



All pieces of equipment should be moveable to allow suitable cleaning. Ideally rooms should be designed to allow easy access for cleaning staff to all areas of the room, however where this is not possible it is important that cleaning methods are adapted to ensure effective cleaning. Should an issue of this kind be identified it is important that the design problems be highlighted so that they can be addressed in future renovation of the rooms, purchase of new equipment or when new rooms are developed.

There should be no visual signs of pest infestation (e.g. Cockroaches and other insects, rodents or any other unwanted room sharers) and the hotel should have an active pest control programme that includes protection of guest rooms. Evidence of pest infestation can be difficult for untrained personnel to detect as these species have developed strategies to avoid detection and may well only be active during periods that human occupants are asleep. Cleaning staff should be provided with pest identification awareness training, which will focus on common pests, pest behavior and emergency procedures.

Depending on the geographical location of the property and proximity to other features it is important to understand the possible pests that could be present and to establish a regime to detect them. Where additional expertise is required it is suggested that an appropriately qualified pest management contractor be engaged to provide support.

It is expected that the hotel has a pest control contract (or suitable internal alternative) in place to ensure that the building is as pest proof as possible and that monitoring control methods are in place. The best method of dealing with a pest infestation is to avoid it gaining access to the building in the first instance, which is achieved by intelligent use of pest proofing. Pest proofing is the identification of all possible routes that pests can use to enter the building and then using design features or pest control methods to prevent this. This may also include the adaptation of business processes (such as changing the location of waste disposal areas) so that pests are not attracted to the building.

Hotels are a prime target for pests as they combine food, plenty of potential nesting sites, difficulties in pest proofing due to open design and quite often limited detection activity. Therefore it is important to establish surveillance systems that offer detection as early as possible to avoid a pest ingress becoming a pest infestation. This surveillance is a combination of both pest contractor detection and most importantly the vigilance of staff.

Mold is becoming an increasing problem in humid environments (either natural conditions or those created by poor ventilation / moisture control) and represents a significant risk to health for guests sleeping in rooms that have substantial mold growth. The room should be checked for signs of mold presence and where identified the mold should be removed safely and the underlying cause of the mold development addressed (e.g. improved ventilation). Further information on the detection and treatment of mold is found in RCP11 Mold Prevention Standards.



**DUST IS A VISUAL INDICATOR OF LACK OF CLEANING BUT IS ALSO AN ISSUE IN ITS OWN RIGHT. THE PRESENCE OF DUST ACCUMULATION PROVIDES A FEEDING ENVIRONMENT FOR MITES AND INSECTS WHICH MAY PRESENT A HEALTH HAZARD TO GUESTS.**

Surfaces, light fittings and electrical equipment should be regularly cleaned to remove surface dust. Where cleaning chemicals are used these should be effective and avoid the attraction of dust to cleaned surfaces.

Surfaces are wiped with clean cloth to determine level of dust accumulation. Excessive accumulation of dust under beds and moveable furniture is also investigated. Where appropriate, techniques such as Damp Dusting should be used to prevent dust escaping into the air when being removed from a surface.

### EXAMPLE DAMP DUSTING PROCEDURE

Equipment required: Bucket, apron, gloves, paper roll, cleaning solution (such as Actichlor tablets) and waste bag.

#### Process steps:

1. Add cleaning solution in correct concentration to bucket of cold water.
2. At location to be cleaned put on PPE (gloves, apron).
3. Take a section of paper from roll and fold into square.
4. Quickly damp the paper in the water (with cleaning solution) and squeeze out excess.
5. Work either from highest point to lowest point or from dirtiest to cleanest area.
6. Wipe the paper across the surface in horizontal lines turning the paper until it becomes dirty; do not return paper to the clean water.
7. When the paper has no clean areas left it should be disposed of in waste bag and a new piece used as in step 3 onwards.
8. When all surfaces are cleaned dispose of used paper and water (if no further cleaning being conducted).
9. Remove PPE (and dispose of if disposable items) and wash hands.
10. Return all equipment to storage location, ensuring that it is all thoroughly cleaned and safely stored.

Care should be taken when damp dusting near electrical equipment. Alternative methods should be used for dusting this type of equipment. Microfiber cloths and certain cleaning chemicals can be used as an alternative to damp dusting either generally or for specific equipment (such as televisions).



Suction / vacuum cleaning is used on carpeted areas to remove dust and dirt from carpet fibers by the use of vacuum suction. This method can trap and remove more dirt / dust than brushing alone.

The vacuuming devices should be fitted with filtration systems to remove potential allergens from being returned to the room.

## EXAMPLE VACUUMING PROCEDURE

### Process steps:

1. Before using the vacuum cleaner open it and ensure that the collection bag is empty. If the dust bag is full, take the vacuum cleaner to the service area and discard the waste into a black garbage bag, ensuring dust does not fly everywhere.
2. Before use, extend the electric flex, ensure that it is dent / damage free and the fittings are secure.
3. Fix the female fitting to the vacuum cleaner socket, and then plug in the other end into the electric mains.
4. Ensure that the hose attachments are correct, change if needed.
5. Press the on switch to turn on.
6. Slowly move the brush backwards and forwards over the carpeted area you wish to clean.
7. Switch off the vacuum cleaner, disconnect main plug, and bring the flex next to the machine.
8. Take the vacuum cleaner to the service area and empty the bag, then replace into the machine.
9. The flex around the top of the vacuum cleaner Wrap Store to the side wall alongside the trolley whilst moving from room to room. At shift end store in dedicated store.

The cleaning chemicals used should be designed to remove dust and kill any residual bacteria and material safety data sheets should be available.

### FURNITURE NEEDS TO BE CLEAN AND IN GOOD CONDITION. POORLY MAINTAINED FURNISHINGS HAVE THE POTENTIAL TO BECOME DIFFICULT TO CLEAN EFFECTIVELY AND MAY ALSO BECOME A SAFE HAVEN FOR PESTS.

The following is a list of typical furnishings within a guest room and the potential issues associated with each:

- Beds (including temporary and cot beds) – Covered in RCP01 Bedding standards.
- Luggage stand – The main route for transmission of pests such as bed bugs is from guests arriving from a location that has a bed bug infestation and this is then transferred via the guest's luggage. If detected early enough an infestation can be avoided, therefore it should be part of the housekeeping procedure to clean and check these locations. Early signs of infestation can be found in cracks and crevices, and wood grain provides sufficient harborage for pests.
- Headboards –Pests such as bed bugs are attracted to the human occupants of a room by the heat and carbon dioxide that indicates the presence of a potential blood source, therefore locations such as the headboard offer a good place for them to hide after feeding (when they become dormant).
- Wardrobes / drawer units – whilst less likely to be an issue than the bed / luggage area, these locations are normally dark and have potential as a nesting site for larger pests. Inspections for signs of nesting activity (holes for access to nests underneath or behind units) or feces / urine. Part of the training for housekeeping staff should be the identification of pest droppings and further testing can be performed using ultraviolet light which will clearly highlight traces of urine that would be invisible to the naked eye.
- Desk / Table / Tea & Coffee area – These are potential high contact surfaces that guests may not realize are potentially contaminated with invisible microbiological contamination.
- Minibars – as a location for the storage of foodstuffs it is essential that this area is kept clean and free of pests. The minibar handle is a key contact surface as it is unlikely that the guest will wash their hands prior to eating or drinking items that are removed from the minibar.

- Television and remote – in most cases the guest is unlikely to come into direct contact with the television, however the biggest culprit for the accumulation and transfer of bacteria and viruses in particular is the television remote. This item is constantly handled by the occupants of the room and due to the fact that it is either missed during cleaning and is also hard to effectively clean, can result in a potential to transmit harmful bacteria. A specific procedure for cleaning remote control units should be adopted and any activities that utilize the remote control (e.g. such as room supervisor programming a welcome message on the TV) should include a cleaning stage to remove any contamination.
- Chairs and upholstered items – these items (particularly but not exclusively the upholstered items) can provide harborage for pests either within the textile component or in cracks or joins in framework.
- Light fittings – due to the electrical / heat generating nature of these pieces of equipment they will quickly attract a coating of dust that if not cleaned will accumulate. Pests may also use parts of this equipment as a nest. One area that requires specific attention is the cleaning of lighting controls as these are a highly used contact surfaces that have been found to develop significant levels of bacteria if not effectively cleaned.
- Heating units – in addition to dust build up these units also present a perfect nesting environment for pests that are looking for warmth.
- Heat is a major factor in bacterial growth and therefore it is important to ensure that the heating equipment and surrounding area is clean and free from biological material that could proliferate due to the warmth.
- Air conditioning units – dust accumulation is common on air conditioning / fan units and need to be regularly cleaned. Cleaning of air conditioning controls is required as this is a hand contact surface.

All pieces of furniture, fixtures or fittings within the room should be clean and free from signs of damage. The position of all furnishings within the room should allow for effective cleaning to be conducted. It is important that all items can be accessed easily and that cleaning is not hindered by obstruction or poor design.



**DUE TO THE ENVIRONMENTAL CONDITIONS IN THE BATHROOM AND THE FACT THAT THIS ROOM CONTAINS THE TOILET AND FACILITIES FOR WASHING, IT IS HIGHLY LIKELY THAT A POORLY MAINTAINED BATHROOM WILL BECOME THE BIGGEST THREAT TO GUEST HYGIENE. THE TRANSMISSION OF FOOD POISONING OR VIRAL CONDITIONS CAN BE GREATLY REDUCED BY EFFECTIVE CLEANING IN THIS AREA.**

The physical condition of the bathroom is assessed by looking at the presence of damage or difficulties that can make cleaning difficult and ineffective. Any visible indications of dirt are highlighted and the ultraviolet (UV) torch is used extensively in this area to identify poor cleaning and stains (urine – which glows a different color under UV light).

All surfaces within the bathroom should be in good condition and free from signs of dirt / damage. Flooring and tiled surfaces that have cracks, chips or gaps are more difficult to clean and therefore may result in a build-up of dirt and biological material. Depending on the size of the damage / gap this may also allow for pests to hide or nest in these areas. Certain pest species are particularly drawn to the bathroom due to the warmth and humidity levels that can be found in this area.

The bath / wash basins / shower fittings should be free from signs of biofilm. The development of biofilm is a by-product of the water characteristics at the location and the prime issue is that this organic material is a potential breeding ground for biological organisms.



A specific risk is related to the fact that Legionella bacteria thrive on biofilm and this combined with the temperatures and generation of water droplets (particularly from showers) means that guests could be at risk of contracting this disease. Cleaning, repair and replacement of affected elements should be part of both the cleaning regime and the planned preventative maintenance programme operated by the hotel.

The bath, wash hand basin and shower should be in good condition and free of signs of dirt / damage. The bath area should be kept clean. Cracks and damage will prevent effective cleaning and where possible these should be repaired or the bath replaced. Taps or controls should be kept clean as these are hand contact surfaces.



The toilets / bidets should be in good condition and free of signs of dirt / damage. These are possibly the dirtiest areas of the room, if not effectively cleaned, as the human waste process contains a variety of unpleasant bacteria which can be compounded if subject to either food poisoning or viral infection. The cleaning of the toilet requires a specific process that must include methods that prevent cross contamination to other areas of the room or even other rooms.

The drain / water runoffs should be clean and free from blockage. Accumulated dirt in these areas is an issue either due to the biological risk of infection, or the possible attraction of pests that thrive in these conditions. Blocked drains or runoffs can allow material to re-enter the room and spread contamination that would normally have passed into the waste system.

The bathroom should be free of signs of pest infestation. As mentioned previously, certain pests find the damp and humid conditions of the bathroom to be an ideal environment to live in. In addition certain pests are attracted by the smell of human waste and will spread contamination within the room and beyond if allowed the freedom to do so. There are a number of areas where pests can hide effectively within a bathroom and it is a challenge to locate these pests (particularly for

untrained staff) as they may have habits that prevent them from being active during the periods in which they may be detected.

The bathroom should be well ventilated and free of any mold / damp. Mold proliferation is common in wet and humid conditions, especially where guests are less likely to care about ventilation at the expense of their comfort. Ventilation, whether it is natural (openings / vents) or mechanical (fans / extractors) should be checked to determine effectiveness. Where the ventilation is blocked, insufficient or inoperable it should be repaired or replaced as soon as possible. Further information on mold and its treatment is contained within RCP11.

Glassware is checked with UV and subsequently via swab testing to determine whether it is clean. Glasses can be left unused or apparently unused and it is important that housekeeping staff clean / replace these at least at every guest changeover. A procedure for effective glass cleaning should be in place that prevents potential cross contamination from other cleaning processes conducted in the bathroom.

THIS IS A REFERENCE TO 'ANYTHING' THAT A PREVIOUS OCCUPANT MAY HAVE LEFT BEHIND. THIS INCLUDES POSSESSIONS (E.G. CLOTHING) OR MORE UNPLEASANTLY, PARTS OF THEMSELVES (E.G. HAIR ETC...).

### HOUSEKEEPING STAFF SHOULD BE AWARE OF THE FOLLOWING ISSUES:

- Thorough cleaning of all areas on the room is required to prevent any biological aspects of the previous occupants remaining after guest change over. This may be the presence of hair, nail clippings, skin etc... whilst these items represent a negligible risk to health, it is a visual indication that cleaning has not been effective and is a cause for guest complaints.
- Clothing that is discarded (possibly under the bed or behind a piece of furniture) can provide an environment for pests to use as a nest site.
- Dependent on the policy of the hotel it may be a requirement to replace all decorative bed coverings with clean equivalents on guest changeover. Whilst these may not have had direct contact with the guest there is a possibility that these have become contaminated.
- Food items left by the guest should be disposed of in a way that prevents pests that have contaminated this food to be transferred elsewhere.
- If pets are allowed at the property then particular attention should be made to remove all traces of the pet occupying the room.



### THIS SECTION DEALS WITH THE MANAGEMENT OF THE CLEANING.

Cleaning chemicals are checked to ensure that they are effective and are appropriate for use (e.g. Safe for drinking glass use). Where chemicals are used they should be accompanied by safety data information (normally available from supplier) and the staff should be trained in their safe use.

Environmental programmes such as towel reuse should be available and housekeeping staff trained in following the correct procedure.

The hotel should have a clear policy on the measures to be introduced to housekeeping during an outbreak of food poisoning or issues such as Norovirus. This will include the separation of infected guest laundry, specific chemical usage and cleaning procedures etc. An effective emergency cleaning programme can make the difference between only a few guests becoming ill and the entire guest population succumbs. Further information on the Emergency Cleaning protocols are included in RCWI02 Emergency Cleaning Protocol Vomiting - Fecal and RCWI03 Emergency Cleaning Protocol Norovirus – Disease Outbreak.



A documented and clearly defined programme of cleaning for guest rooms should be available. This programme should be used for the training of housekeeping staff and regularly reviewed to ensure that it is effective.

All cleaning personnel should be trained in effective cleaning techniques. Records of training should be kept and training regularly refreshed to ensure all staff are up to date. The nature of cleaning personnel means that training must keep pace with the turnover and recruitment of staff. Where new staff are taken on there should be a clear induction policy that prevents untrained staff being allowed to operate without appropriate supervision.

Cleaning personnel should be following the required cleaning programme. This should be monitored by supervisory staff and any defects identified should be investigated to determine potential retraining requirements or potential weaknesses in the cleaning programme. The best method of assessment is by a quality control system for room cleaning. Examples of this can be found in RCWI06 Cleaning and Quality Checklist.

All cleaning personnel should be provided with a sufficient quantity of cleaning chemicals / equipment. This equipment should be effective for the required use and should also be kept in a clean and serviceable condition. Dirty or damaged equipment may create a risk of cross contamination. Where cleaning chemicals are used these should be appropriate for the use / surface being cleaned and instructions relating to the correct dilution and contact times observed.



Cleaning personnel should be vetted for illnesses that could be transferable during the cleaning process. This process is to prevent guests being exposed to illness that the cleaning staff are either carrying or suffering from. The requirement to vet employees is purely to protect guests and the results of any testing should be kept strictly confidential. Further information on this can be obtained from RCWI07 Health Screening Questionnaire.

Return to work policy should be available for ensuring that staff with illness only return to work when fit to do so. The reason for illness is of great importance when dealing with cleaning staff. Should the cause of the illness be a transmittable disease (through contact) then it is important that the member of staff be prevented from working in a capacity that may allow guests and co-workers to be contaminated. Further information on a return to work policy can be obtained from RCWI08 Return to Work Questionnaire.

The cleaning regime should include the cleaning of high contact surfaces such as telephones and television remotes. These areas are high contact surfaces that are often ignored during cleaning and have characteristics that make effective cleaning difficult.

A quality control procedure should be in place for checking that cleaning standards are being achieved. Examples of a checking procedure are included with RCWI06 Cleaning and Quality Checklist.

A documented procedure for emergency cleaning protocols in the event of an infectious disease outbreak should be available. Further information on a procedure to use in the event of an outbreak is contained within RCWI03 Emergency Cleaning Protocol Norovirus – Disease Outbreak.



THE INCIDENCE OF BED BUG INFESTATIONS HAS INCREASED DRAMATICALLY RECENTLY AFTER A PERIOD OF DECLINE THAT STARTED TO REVERSE IN THE LATTER HALF OF THE 20TH CENTURY. THE REASON FOR THIS INCREASE (ALMOST 5,000% IN SOME AREAS SINCE THE YEAR 2000) COULD BE DUE TO THE INCREASE IN GLOBAL TRAVEL AND A REDUCED AWARENESS OF WHAT WAS ONCE A COMMON PROBLEM. BED BUGS SEEM TO BE ONE OF WORLDS MOST TRAVELLED SPECIES AND ARE READILY TRANSPORTED VIA LUGGAGE, CLOTHING, BEDDING AND FURNITURE.

The two main species of bed bugs found to bite humans include the common bed bug, *Cimex lectularius*, and the tropical bed bug, *Cimex hemipterus*.

An adult bed bug has a life expectancy of 6 months at room temperatures of around 23 degrees C, but significantly longer at lower temperatures. The female bed bug will lay approximately 2 to 3 eggs per day throughout her lifespan. These eggs are cream colored and 1mm in length. The female attaches her eggs to rough surfaces (textiles and wood grain are perfect environments), which will then hatch within 10 days at room temperature.

Bed bugs are perfectly adapted to obtain their food, with a mouth that is designed to pierce and suck blood from its victim. Bed bugs locate a feeding site (in a hotel this would be us) by the warmth of our bodies and the carbon dioxide that we produce. Whilst humans are a source of food, the bed bugs do not normally live on humans and will normally move to a safe location to digest their blood meal. Bed bugs are generally only active at night but if starved will bite during the day if the opportunity arises.

Bed bugs naturally prefer to hide in dark locations, as close to their food supply as possible. This means that prime locations would be under mattresses, floorboards, paintings and carpets, behind skirting, in various cracks and crevices of walls, within bed frames and other furniture, and behind loose wallpaper. They have a tendency to congregate together and heavy infestations have a distinct sweet 'buggy' smell.

Another indication of bed bug activity is the presence of blood spotting on sheets, mattresses and furniture.



## SYMPTOMS OF BED BUG BITES

A bed bug bite will normally produce a skin reaction that results from the saliva injected during the feeding process. It is possible that some individuals may find the action of the bite to be uncomfortable and suffer from loss of sleep if subjected to repeated bites.

The normal areas affected are the arms and shoulders and it can take anything up to 9 days before the lesions appear after biting. The normal manifestation of the allergic reaction is large wheals (larger than 1 to 2 cm) that are accompanied by itching and inflammation. These wheals normally turn to red spots but can take several days to subside. In extreme cases symptoms have been known to include iron deficiencies (in infants) and those with severe allergies can suffer from anaphylaxis. There may also be a link with bed bug allergens and the onset of asthmatic reactions.



## FULL DIAGNOSIS

Bed bug infestation can be diagnosed by the formal identification of specimens collected at the site of the infected property. It is possible to perform identification from either live or dead specimens and this can also be performed by examining cast skins (the bed bug molts its skin between nymph stages), hatched or unhatched eggs.

## TREATMENT AND CONTROL

If bed bugs are detected (or suspected until formally identified), it is important to follow an emergency protocol that ensures that they are

not allowed to spread and can be eliminated quickly and easily. It is suggested that an appropriately qualified pest management contractor is engaged to assist in the process of eliminating the infestation. Part of this process will be a detailed inspection of the property to find all incidences of infestation so that a treatment plan can be devised and implemented.

The pest management contractor should consider the nature of the environment being treated and consider which type of chemical treatment is safe for use (safe to use on mattresses for instance).

## ROOMCHECK STANDARDS

Guest rooms should be free of any evidence of bed bug infestation. The rooms sampled during the RoomCheck audit will be checked for any evidence of infestation; however it is important that the hotel has an active management programme that investigates any possible infestation and acts immediately to eliminate.

The cleaning programme should include an active element of surveillance for bed bugs. Housekeeping staff need to have clear instruction on which areas to check during their day to day activity and what signs to look for. Early detection is essential in minimizing the spread and severity of an infestation.

All staff should be trained in bed bug identification, with housekeeping staff receiving the most information due to their role as the early warning system. This training should be documented and regularly refreshed to ensure that all staff are fully aware of their responsibilities and of actions to be taken on finding a suspected infestation.

## RESOURCES:

- RCWI05 Emergency Cleaning Protocol Bed Bugs

PESTS CAN COME IN A VARIETY OF FORMS INCLUDING INSECTS, RODENTS, SNAKES ETC... AND WHILST THEY HAVE AN IMMEDIATE VISUAL IMPACT ON GUESTS THAT SEE THEM, THEY ARE ALSO POTENTIALLY VERY DETRIMENTAL TO GOOD HYGIENE AND SAFETY. PESTS CAN CARRY PARASITES, SPREAD DISEASES OR BITE GUESTS ALL OF WHICH HAVE A VERY NEGATIVE IMPACT ON THE GUESTS OF A HOTEL AND THE HOTEL OWNER'S REPUTATION.



The main method preventing these issues is to have an active pest management programme in place that identifies the main pests and establishes a regime that prevents them from entering / infesting the hotel.

### THE MAIN METHODS OF PREVENTING INFESTATION ARE AS FOLLOWS:

- Staff should be trained to recognize the early warning signs associated with pest infestation (i.e. buckling wallpaper, cockroach or bed bug eggs) and report these findings to supervisors / building maintenance.
- Rooms should be regularly checked for evidence of bed bugs, with detailed examination of mattresses, bed frame and headboard as well as other possible harborages.
- Rooms should be cleaned daily and any food waste and excess moisture removed from room.
- Implementation of emergency procedures in the event of bed bug detection, including the quarantine of rooms close to the infested room.
- Engage an appropriately qualified pest management contractor to establish a management plan that includes pest proofing, surveillance and treatment.

### ROOMCHECK STANDARDS

Guest rooms should be free of any evidence of pest infestation (actual pests plus their droppings or items like animal hair). Staff will need training in the identification of certain signs; however they should notify the supervisory team of anything that looks suspicious.

THE VERIFICATION OF EFFECTIVE CLEANING IS PROVIDED THROUGH THE USE OF ATP SWAB TESTING. THIS PROCESS IS INVALUABLE AS IT PROVIDES AN INSTANT NUMERICAL INDICATION THAT GIVES A CLEAR PICTURE OF THE EXTENT OF ANY PROBLEMS.

The number refers to a unit of measurement called Relative Light Units, this reading is a quantitative analysis of the reaction produced by the ATP being used in the swab. The relationship between the amount of ATP on the sample and the RLU result reading on the luminometer is simple:

Cleanliness Benchmarking	
ATP readings for the bathroom sink	
ATP readings for the toilet seat	
ATP readings for the shower	
ATP readings for the telephone handset	
ATP readings for the fridge handle	
ATP readings for the TV remote	
ATP readings for the door handle internal	
ATP readings for the bathroom glass	

#### KEY FOR RESULT INTERPRETATION:

ATP Result:	RLU:	COMMENT
Ultra Clean	0-10	Sterile surfaces & food prep.
Very Clean	11-30	Critical touch points.
Good Clean	31-80	Flooring.
Somewhat Dirty	81-200	Caution: Some risk.
Dirty	201-500	Warning: Medium risk.
Very Dirty	501-1000	Danger: Medium to High risk.
Filthy	>1000	Danger: High Risk.

**ASIDE FROM THE NEGATIVE PERCEPTION OF QUALITY ASSOCIATED WITH MOLD PRESENCE IN A GUEST ROOM, THE HEALTH IMPLICATIONS OF EXPOSURE TO MOLD ARE SIGNIFICANT. THESE RANGE FROM ALLERGIC REACTIONS TO SERIOUS MEDICAL CONDITIONS.**

Molds can be found almost anywhere; they can grow on virtually any organic substance, as long as moisture and oxygen are present.

Many types of molds exist. All molds have the potential to cause health effects. Molds can produce allergens that can trigger allergic reactions or even asthma attacks in people allergic to mold. Others are known to produce potent toxins and/or irritants. Potential health concerns are an important reason to prevent mold growth and to remediate/clean up any existing indoor mold growth.

Since mold requires water to grow, it is important to prevent moisture problems in buildings. Moisture problems can have many causes, including uncontrolled humidity.

### **MOLD PREVENTION TIPS**

- Ensure that the plumbing within the guest room and any adjoining services are in good repair and free from leaks or excessive condensation. Fix leaks in the building envelope as soon as possible.
- Watch for areas of condensation and wet spots. Fix source(s) / cause of moisture problem(s) as soon as possible.
- Regularly service and maintain heating and ventilation equipment, keeping drip pans clean, flowing properly, and unobstructed.
- Maintain low indoor humidity, below 60% relative humidity (RH), ideally 30-50%, if possible.

### **RESOURCES:**

- [www.epa.gov/mold/index.html](http://www.epa.gov/mold/index.html) (US Environmental Protection Agency guide on mold)

**MORE AND MORE GUESTS ARE NOW SUFFERING FROM A RANGE OF ALLERGIES SUCH AS FOOD AND RESPIRATORY ALLERGIES. AN ALLERGIC REACTION CAN BE TRIGGERED IN A NUMBER OF WAYS AND THE CHANCES OF THIS CAN BE GREATLY REDUCED IF PROCEDURES ARE IN PLACE TO MANAGE ALLERGENS.**

**WHEN CONSIDERING ALLERGIES IN THE CONTEXT OF ROOM HYGIENE, WE MUST ADDRESS THE FOLLOWING:**

- Respiratory allergies triggered by contact with animals or their hair.
- Food allergies associated with the contents of minibars / room service menus\*
- Allergies to dust mites.
- Allergies to mold.
- Allergies to convenience items.
- Other potential allergens.

*\* This aspect is not specifically room hygiene related, however where clients have FoodCheck this will form part of food allergy protocols.*

**TO DEVELOP AN ALLERGY FRIENDLY ENVIRONMENT THE HOTEL SHOULD BE ABLE TO PROVIDE GUEST ROOMS WITH THE FOLLOWING ON REQUEST:**

1. Non-smoking rooms.
2. Pet-free rooms. (Where pets are allowed they should be restricted to specific pre-registered rooms in an area that will not allow the spread of animal hair to other locations)
3. Air conditioning units that have been serviced and are well maintained (including filter cleaning / replacement).
4. Dust sensitive rooms where:
  - a. Textile surfaces are at a minimum.
  - b. Vacuumed with equipment fitted with HEPA 13 filters where textiles are present.
  - c. Carpets if present have short pile.
  - d. Mattresses, blankets and pillows have allergen-proof encasings.
5. Opening windows or air quality controlling air conditioning units.
6. Personal hygiene products / convenience items that are for sensitive skin (fragrance free or hypoallergenic).
7. Labeling of food items in minibar / room service menu to identify any potential allergens.

## CLEANING THE GUEST ROOM

# 1

### PREPARE ROOM FOR CLEANING

- a. Prop Door Open
- b. Place Cart in front of doorway
- c. See Supervisor to confirm this step
- d. Turn on all lights
- e. Turn off TV and any other appliances
- f. Open drapes (as policy dictates)
- g. Open windows (if policy dictates)
- h. Personal guest articles on the bed should be placed neatly aside
- i. Dust all surfaces (as policy dictates) starting from high to low in both the guest bedroom and bath areas

# 2

### CHANGING BED LINENS

**Note:** Bed Linen change out policy may dictate that linens are changed daily, every other day or upon guest checkout.

- a. Remove: Blankets, Bed Spreads and Linens
- b. Separate damaged or stained bedding
- c. Place all other linens to laundry bag on cart or to a designated laundry collection location

**Note:** Always wear necessary Personal Protective Equipment.

# 3

### TRASH REMOVAL

- a. Remove trash from restroom and guest room waste receptacles
- b. Place to trash container on cart

**Note:** Never place hand in trash, this may result in injury from sharp objects such as razor blades, needles, etc.

# 4

### REMOVAL OF ALL SOILED LINENS AND TOWELS FROM RESTROOM AND GUEST ROOM

- a. Place to appropriate laundry bag or cart or to designated laundry collection location

# 5

## CLEAN/SANITIZE GUEST RESTROOM

- a. Sweep with a broom any dry, gross filth from Restroom Floor after high dusting
- b. Clean and disinfect toilet:
  - i. Spray interior of bowl, exterior of bowl, seat, lid and tank with appropriate disinfectant cleaner
  - ii. Allow surfaces to remain wet for the designated length of time as indicated by the label on your disinfectant cleaner
- c. Clean and disinfect tub and shower unit:
  - i. Remove any leftover amenities
  - ii. Spray walls and floor of unit with disinfectant cleaner and wipe clean
  - iii. Pay special attention to fixtures and ledges. A brush, abrasive pad or cotton cloth will be required
  - iv. If an acid based soap scum remover (tub and tile cleaner) is utilized, a clear water rinse will be required after wiping down all surfaces
  - v. Dry all surfaces with a clean, dry, lint-free cloth. Again, pay special attention to fixtures, towel racks and ledges
  - vi. Shower curtains:
    - a. Inspect for stains, mold and tears
    - b. Replace if necessary
    - c. Disinfect and clean shower curtain
      - i. Utilizing appropriate disinfectant cleaner, spray curtain and wipe dry or
      - ii. Spray disinfectant cleaner on a rag and wipe clean the shower curtain
      - iii. Pay special attention to the curtain rod
      - iv. A glass cleaner may be utilized to clean glass shower stall enclosures

# 6

## RETURN TO THE TOILET

- a. Using a bowl swab evacuate the toilet bowl of water by pushing/swirling the water past the trap
- b. A Heavy Duty Acid Type Bowl Cleaner may be required to remove heavy stains and/or hard water deposits
- c. After cleaning the interior of the toilet bowl thoroughly with the bowl swab, flush the toilet
- d. Wipe dry all exterior surfaces including seat and lid

# 7

## CLEANING AND DISINFECTING THE VANITY

- a. Place aside neatly all personal guest items (as your policy dictates)
- b. Spray vanity and sink with disinfectant cleaner
- c. Wipe and Dry thoroughly
- d. Be sure to wipe all chrome and/or other metal surfaces streak free
- e. Any exposed plumbing or under vanity surfaces should also be cleaned and dried with appropriate disinfectant cleaner and clothes

8

### CLEANING THE MIRROR

- a. Spray prescribed amount of appropriate glass cleaner to the mirror, beginning with the bottom of the mirror and working to the top
- b. Wipe dry with clean, dry, lint free towel from the top down

9

### REPLACING CLEAN TOWELS AND LINENS

- a. Remove soiled protective gloves
- b. Fresh towels, wash cloths, bath mats and amenities according to policy

10

### CLEANING THE RESTROOM FLOOR

- a. Damp mop or damp wipe the floor
    1. Damp mop Method (traditional)
      - a. Utilizing appropriate disinfectant solution at prescribed dilution in a mop bucket;
      - b. Use a figure "8" motion
      - c. Work from the furthest point from the door towards the door
    2. Damp wipe Method
      - a. Spray Appropriate Disinfectant Cleaner to floor
      - b. Begin from the furthest point from the door towards the door (scrub with scrub brush if required)
      - c. Utilize a clean dry cloth to dry thoroughly the floor surface
- Note:** Due to the usual smaller dimensions of the guest bath floor, spraying your disinfectant cleaner solution on the floor may be adequate chemical application.

11

### HIGH DUST GUEST ROOM

12

### RE-MAKE THE BED

1. Replace appropriate bedding as policy dictates

13

### CLOSE WINDOWS IF APPLICABLE

14

### CLEAN AND DISINFECT GUEST ROOM HARD SURFACES

- a. Desk
- b. Lamps
- c. Tables
- d. Telephone

**Note:** Woods, Brass and Special Laminates may require special chemicals / polishes. Refer to your policy manual to confirm appropriate chemistry.

15

**CLEANING GUEST ROOM GLASS AND PLASTICS**

Utilizing the appropriate glass cleaner at the manufacturer's recommended dilutions, clean the following surfaces:

1. TV's
2. Pictures
3. Windows
4. Clock

16

**REPOSITION DRAPES**

17

**REPLENISH OR REPLACE HOTEL INFORMATIONAL PAMPHLETS AND AMENITIES**

18

**REPLACE ANY PERSONAL GUEST ITEMS TO ORIGINAL LOCATION AND RETURN CLEANING EQUIPMENT AND SUPPLIES TO CART**

19

**VACUUM AND SPOT CLEANING THE CARPET**

- a. Retrieve spot cleaner, air freshener and vacuum cleaner
- b. Plug vacuum into receptacle near the door or in the hallway
- c. Inspect the carpet for large debris and remove
- d. Inspect carpet for spots or heavily soiled areas Note: Should carpet require a complete cleaning, note as such and inform your supervisor
- e. Remove spots and soil with your (carpet) spot cleaner any areas you have identified
- f. Return spot cleaner to cart
- g. Begin Vacuuming from the furthest point from the door towards the door
- h. As you (while vacuuming) back yourself out of the room, spray into the air the appropriate room air freshener
- i. Be sure not to leave footprints as you leave the room

20

**VISUALLY QUALITY CHECK ROOM FROM DOORWAY**

21

**TURN OFF LIGHTS**

22

**CLOSE AND LOCK DOOR**

23

**NOTE ANY MISSING OR BROKEN ITEMS AND REPORT TO YOUR SUPERVISOR OR PROCEED TO NEXT ROOM**

24

**RE-STOCK CART**



### CLEANING PROCEDURE FOR VOMITING AND FECAL INCIDENTS

Step by step procedure for flat surfaces (floors, tables, sinks):

**GENERAL PROCEDURE:** Those responsible for cleaning up vomit and feces should protect themselves by wearing gloves (protective clothing optional). The area should be cleaned of soil (remove solids and soak up liquid waste), sanitized, then rinsed.

#### **MATERIALS RECOMMENDED:**

Have these materials pre-assembled in a spill clean up kit:

- garbage bags and masking tape
- gloves – non-latex, disposable (vinyl, poly or nitrile)
- paper towels
- detergent solution
- water
- sanitizing agent such as bleach tablets (Presept, 0.5g sodium dichloroisocyanurate tablets) or 5% domestic liquid bleach
- signs, barrier tape (optional)
- protective clothing (optional)

If required, control pedestrian traffic through the area by asking someone to direct people away from the site, posting a sign, or putting up barrier tape.

Put on 2 pairs of gloves†.

Prepare the sanitizing solution by adding 10 bleach tablets to 500 mL of water, or ½ cup domestic 5% bleach (100 mL) to 1 Litre of water (final concentration is about 5000ppm) Open the garbage bag† and put near the spill site.

Using paper towels or a sorbent material, clean up the soiled material and excess liquid and place into the garbage bag. Put the outer pair of dirty gloves into the garbage bag.

Pour detergent solution around the spill site, and use paper towels to move the liquid into the dirty area. Once the area is wet, use the paper towels to clean the area and discard into garbage. Cover the site with clean paper towels and pour the bleach solution onto the paper towels. Wait one minute.

Remove the paper towels to the garbage bag.

Rinse with water and dry the surface. Put all paper towels into the garbage bag.

Remove the other pair of gloves and place into the garbage bag.

Seal the garbage bag with tape. The garbage is ready for disposal.



## CLEANING PROTOCOLS FOR GUEST ROOMS WITH VOMITING AND/OR FECAL CONTAMINATION

The following measures are recommended to ensure guest rooms are properly cleaned to avoid future illnesses with new guests and staff.

Trained staff should do the cleaning; optimally a cleaning team is assigned these tasks.

All necessary cleaning equipment and supplies are brought to the room at one time. Once the team enters the room, they do not leave until all the work is completed.

The team should wear protective clothing/equipment.

All areas of the room are to be cleaned and sanitized. Special attention should be focused on frequently touched items such as door knobs, light switches, telephones, remote controls etc. and the garbage can.

Dirty linens and towels are bagged and taken directly to the laundry. Consider using water soluble bags and tag as “heavily soiled”.

Badly soiled linen and towels are bagged and properly discarded or incinerated.

All dishes, glasses, trays and ice buckets must be removed from sick rooms (even if they appear untouched), and taken to a designated location for immediate washing.

Do not vacuum the room (vacuuming creates aerosols that may contain bacteria or viruses that can cause illness). Carpets should be cleaned using a steam cleaner which reaches a minimum temperature of 71°C unless the floor coverings are not heat tolerant.

Ensure an adequate supply of clean towels, toilet paper and soap.

Drapes should be replaced and bagged for laundry or steam-cleaning.

All heavily soiled laundry and dirty dishes are removed after the room is cleaned and taken directly to the laundry or kitchen area for handling.

All dishes should be replaced in the room even if they appear untouched.



### WHAT IS NOROVIRUS?

Noroviruses are a group of viruses that cause acute gastroenteritis, commonly referred to as the “stomach flu”. Community outbreaks are commonly reported in hospitals, long-term care facilities, childcare centers and schools. Outbreaks are also being reported in restaurants, catered events, hotels, resorts and cruise ships.

Outbreaks occur throughout the year but the incidence is higher from Fall through to late Spring.



### WHAT ARE THE SYMPTOMS?

#### Most common:

- sudden onset of nausea
- vomiting
- non-bloody diarrhoea
- stomach cramps
- other symptoms
- low-grade fever
- chills
- headache
- muscle aches
- fatigue

The symptoms of Norovirus usually begin 24 – 48 hours after becoming infected (range 12 to 48 hours). The duration of the illness usually ranges from 12 to 60 hours.

Dehydration is the most common complication and can become a serious concern for people with poor health. Ill persons are advised to seek medical advice.

### HOW IS THE VIRUS SPREAD?

Norovirus is found in the vomit and diarrhea of infected people. The virus is mainly spread from person to person via contaminated hands. This can occur in several ways including having direct contact e.g. shaking hands, with an ill person (staff or guest) and then putting hand to mouth without washing your hands.

The virus can also be spread by an infected person (staff or guest) contaminating food, eating and serving utensils, cups, plates etc. or environmental surfaces, such as door handles, hand-rails, water taps, table and countertops.

When a person vomits, the Norovirus may spread through the air, and may be swallowed, or contaminate surrounding surfaces.

# PROCEDURES FOR PREVENTION & RECOGNITION OF NOROVIRUS OUTBREAKS

WHILE IT IS NOT POSSIBLE TO PREVENT A NOROVIRUS OUTBREAK FROM OCCURRING UNDER ALL CIRCUMSTANCES, THE FOLLOWING PRECAUTIONS WILL HELP IDENTIFY AND REDUCE THE LIKELIHOOD OF AN OUTBREAK BECOMING ESTABLISHED:

## HYGIENE

Encourage good hand washing practices among all staff and post hand washing signs for staff and guests.

## CLEANING AND SANITIZING

Train staff on the routine cleaning and sanitizing procedures for hand contact surfaces such as taps, door handles, hand railings, etc. and laundry/linen handling procedures. Regularly scheduled cleaning of common areas where virus may be transmitted among guests is also recommended (gyms, pools, business centers and games room). Ensure staff are familiar with and practice the procedures for handling of human waste/fluids (vomit/diarrhea).



## STAFF ILLNESS

Staff that are ill with vomiting and/or diarrhea should not be working. As a general guideline, staff should remain off work for a minimum of 48 hours from their last bout of vomiting and/or diarrhea. Food-handlers with vomiting and/or diarrhea must remain off work for a minimum of 72 hours from last symptoms. If diarrhea and/or vomiting in a food-handler is thought to be caused by another organism other than Norovirus, the criteria for determining length of exclusion from work may vary from 72 hours. Ill staff should be reminded not to work at other hotels, resorts or restaurants for a minimum of 72 hours from their last bout of vomiting and/or diarrhea.



## CLEANING AND OPERATIONAL PROTOCOLS FOR COMMON AREAS WHERE AN ELEVATED NUMBER OF ILLNESSES OCCUR

### PUBLIC AREAS AND ROOMS

Post hand-washing signs to encourage good hand-washing practices among all staff and guests.

Use disposable paper wipes for cleaning to avoid the possibility of cross contamination.

Use the proper chemical sanitizing agent following the manufacturer's contact time.

Frequently clean and sanitize handrails, handles, telephones, and any other hand contact areas, elevators and landings in all guest corridors.

Frequently clean and sanitize all public rooms.

Carpets should be cleaned using a steam cleaner which reaches a minimum temperature of 71°C unless the floor coverings are not heat tolerant (some carpets can only be steamed to 40°C otherwise shrinkage and color runs may occur). Contaminated carpets should be cleaned at least three meters around the subject area.

Frequently clean and sanitize garbage cans.

Clean and sanitize soft furnishings, steam clean if the items are heat tolerant.

If the bar fridge has been opened, replace all items.

### STAFF AREAS

Post hand-washing signs to encourage good hand washing practices among all staff.

Use disposable paper wipes for cleaning to avoid the possibility of cross contamination.

Use the proper chemical sanitizing agent following the manufacturer's contact time.

Frequently clean and sanitize handrails, handles, telephones, and any other hand contact areas, elevators and landings in all staff areas.

### PUBLIC RESTROOMS

Post hand-washing signs to encourage good hand washing practices among all staff and guests.

Frequently clean and sanitize door handles, toilet flushers, faucets, dryers, counters and any other hand contact areas.

Provide either an air-dryer or disposable paper towels for hand-drying (only single use cotton towels are permitted).

Check levels of soap and paper towels.

Use disposable paper wipes for cleaning to avoid the possibility of cross contamination.

Use the proper chemical sanitizing agent following the manufacturer's contact time.



### BED BUG PREVENTION (EARLY DETECTION)

There is no way to stop bed bugs from being brought into a hotel. New guests are arriving every day from all over the world, and bringing their potentially infested luggage with them.

Housekeeping personnel who know what bed bugs and their fecal stains look like can then alert your bed bug inspectors immediately if they think they see bed bug evidence in a hotel room. This early detection will help to identify infestations before they get started. The trained bed bug staff members can also serve as handy inspectors if a guest complains about bites or bed bugs in their room.

### WHEN A GUEST COMPLAINS ABOUT BED BUGS

Have policy in place regarding on how reception or housekeeping personnel are to handle bed bug complaints. With all of the bed bug lawsuits focused on hotels over the last decade, relying on your employees to come up with a satisfactory on-the-spot response to a bed bug complaint is simply too risky. Develop a response protocol where another room or compensation is offered along with a specifically worded apology. Have your trained bed bug inspectors check the room immediately. Document the guest's complaint, your response to the complaint, and your inspection results.

### WHEN YOU SUSPECT A GUEST ROOM IS INFESTED

Bed bugs have a cryptic lifestyle, which means they like to hide. Because they are so good at hiding, an infestation might go undetected for several weeks or months before you receive your first complaint. After you receive a complaint, and your in-house inspectors either find bed bugs evidence, or they don't, what do you do?

1. Take the room out of service, but do not move anything in or out of the room until it can be inspected by your contract pest management company.
2. If your contract pest management company finds no bed bug evidence, evaluate the original complaint. Did the guest bring a bed bug to the front desk, or did they complain about bites? Use the evidence presented by the guest to decide if the room should be treated or not. Record the complaint, the result of the inspection, and your treatment decision.
3. If bed bugs evidence is found, a thorough inspection of the room is required to determine where bed bugs are harboring.
4. The headboard is a favorite bed bug harborage so it should be removed from the wall for inspection and treatment. Your maintenance employees may have to remove the headboard if it is large and bolted to the wall.
5. The entire bed area must be inspected, including the interior of the bedsprings.

6. If the bed is going to remain in the room, the mattress and bedsprings must be treated (see the fact sheets regarding chemical and non-chemical treatment methods) and sealed in a high quality mattress encasement.
7. If you cannot afford the expense of encasing both the mattress and the bedsprings, the bedsprings must be placed inside an encasement.
8. If the mattress, bedsprings, or other infested furniture are to be disposed of, the furniture needs to be lightly treated with insecticide on the exterior surfaces, and bagged before being transported out of the room. This is so that no bed bugs fall off the furniture infesting the hall or hotel service elevator.
9. After all unwanted furniture is disposed of; the pest management professionals will inspect and treat all of the remaining furniture, telephones, closets, baseboards, carpet tacks, electrical outlets, crack and crevices using a combination of non-chemical methods and insecticides labeled for those locations.
10. All discarded furniture left outside the facility should be slashed, marked, or in some way damaged to keep people from removing it from the trash heap and taking it home.
11. The treated room should be inspected again after 48 hours to determine if there are any surviving bed bugs. If live bed bugs are found, the room should remain empty and be inspected again at 72 hours.
12. The room should also be inspected and treated again after 14 days and 28 days, so that any remaining eggs have had time to hatch.
13. Keep in mind that many bed bug populations are resistant to insecticides used for their control, so a low level infestation that survives a treatment may go undetected during a visual inspection. It is for this reason the pest control companies do not guarantee that the bed bugs are gone even if they no longer find bugs during an inspection.
14. If a single room becomes a reoccurring problem but no bed bugs are found, a scent detection dog may be required to locate the problem.

### ADJACENT ROOMS

If bed bugs are found in a guest room, it is extremely important that surrounding units (on either side, above and below) be inspected for bed bugs also. A recent study conducted in 750 hotels found that rooms sharing a wall with an infested room also had bed bugs about 20 percent of the time\*. Rooms above and below the infested room had bed bugs between 5-7 percent of the time.

### EMPLOYEE AREAS

Once your employees have been trained to identify bed bug evidence, let them know that to protect themselves from infestation, they should immediately report any bed bugs found in employee areas. Some employees may be reluctant to report bed bugs, particularly if they feel that it might get another employee into trouble. Therefore, it best to set up an anonymous reporting system where an employee can inform the management of the time and location of a bed bug sighting without revealing their name. This will allow your in-house inspectors to investigate the situation and hopefully detect the problem before it begins to spread.





### EXAMPLE 1

#### ROOM CLEANING

1. Were the windows clean?
2. Were the lampshades clean?
3. Was upholstery clean?
4. Were all light bulbs working?
5. Were mirrors clean?
6. Is the executive bar clean and properly stocked?
7. Were there sufficient glass stirrers, napkins & coasters?
8. Were trash cans clean?
9. Were all pieces of furniture clean?
10. Were tabletops clean?
11. Were the carpet and floor tiles clean?
12. Were glasses, bottles and ashtrays clean?
13. Was the room free from dust?
14. Was the bed made up?

#### BATHROOM CLEANING

1. Was the bathtub clean?
2. Was the shower cubicle clean?
3. Was the toilet bowl clean?
4. Was the bathroom free of unpleasant odors?
5. Was there correct supply of clean towels?
6. Was there correct supply of bathroom amenities?
7. Was the mirror clean?
8. Was the bathroom floor clean?

**EXAMPLE 2**

**GUEST ROOM CLEANING CHECKLIST**

Date .....  
 Housekeeper/Inspected By .....  
 Room #.....

Item	Yes	No	Item	Yes	No			
Door lock works properly, clean			Mattress firm, clean					
Door opens easily & quietly			Bedspreads free of rips & stains					
Light switches work properly, clean			Upholstery clean & in good condition					
Windows open & close properly, clean			Furniture scratched or stained					
Window glass clean			Walls clean & free of cobwebs					
Window glass free of cracks			Walls scratched or nicked					
Drapes straight & working properly			Luggage racks in good condition, clean					
Controls for air conditioning/heat work properly			Pictures and mirrors straight, clean					
Air conditioning filters clean			Furniture drawers slide easily					
Lamps work			Telephone working, clean					
Wall lights work, clean			Clean ashtrays & matches					
Lamp shades clean & straight			Mattress pads clean & free of stains					
Beds correctly made			Light bulbs with proper wattage					
Bedspreads straight, clean								
Fluffed/Even pillows								
Rate cards posted								
Item	Yes	No	Item	Yes	No	Item	Yes	No
Desk tops			Mirrors			Lamps & shades		
Dresser Tops			Rim of baseboard			Light bulbs		
Table Tops			All drawers			Window cornice		
Headboards			Closet shelves			Window frame		
Chairs			Closet rods			Corners		
Picture Frames			Telephone			Window sills		



## BATHROOM CHECKLIST

Item	Yes	No	Item	Yes	No	Item	Yes	No
Clean toilet seat (both sides)			Shower curtain clean			Faucets leaking		
Underside of lavatory clean			Pop up stopper clean			Broken Tile		
Shower rod in good condition			Water spots on tile			Toilet seat firm		
Commode clean under rim			Tub grouting missing			Fixtures firm		
Commode flushes properly			Tub grouting clean			Chrome sparkling		
Bathroom free of odors			Supply of towels					



# HEALTH SCREENING QUESTIONNAIRE

RCWI07



**PART 1** (To be completed by all potential housekeeping staff prior to employment)

**Name** .....

Please answer the following questions:

At present or within the last seven days, are you suffering from any of the following:

Please tick and date when the symptoms ceased	YES	NO	DATE
(a) Diarrhoea?			
(b) Vomiting?			
(c) Discharge from gums/ mouth, ears or eyes?			
(d) A sore throat with fever?			
(e) A recurring bowel disorder?			
(f) A recurring skin ailment?			
(g) Have you ever had typhoid or paratyphoid fever or are you now known to be a carrier of Salmonella Typhi or Paratyphi.			
(h) Are you a carrier of any type of Salmonella?			
(i) In the last 21 days have you had contact with anyone, at home or abroad, who may have been suffering from typhoid or paratyphoid?			
(j) Any other ailment that may present a risk?			

Have you recently taken any medication to combat diarrhoea or vomiting? Yes No

**Signature (employee)** ..... **Date** .....



**PART 2** (To be completed by the Manager / Supervisor)

If the answer to all of the questions in part 1 was 'No', the person may be suitable for employment. (Complete and sign below)

However, if the answer to any of the questions was 'Yes', the person should not be employed to clean rooms until they have been free of symptoms for 48 hours or, if formally excluded, medical advice states that they can return to their duties. Alternatively, in the case of candidates with lesions on exposed skin (hands, neck or scalp) that are actively weeping or discharging, they must be excluded from employment until the lesions have healed. **(See Part 3)**

**PART 3** (To be completed by the Manager / Supervisor after medical advice has been taken)

What medical advice was received by the employee? (Please tick)

(a) Exclusion from work until medical clearance is given	<input type="checkbox"/>
(b) Employ in safe alternative work until clearance is given	<input type="checkbox"/>
(c) Employ for room cleaning duties	<input type="checkbox"/>

If (a) or (b) is ticked, appropriate action must be taken. If (c) is ticked, the employee may begin duties immediately.

**I confirm that** ..... **may begin room cleaning duties**

**Signature (Manager/Supervisor)** ..... **Date** .....

# RETURN TO WORK QUESTIONNAIRE

RCWI08



**PART 1** (To be completed by all housekeeping staff when returning to work after an illness)

**Name** ..... **Date of Return** .....

Please answer the following questions:

During your absence from work, did you suffer from any of the following:

Please tick and date when the symptoms ceased	YES	NO	DATE
(a) Diarrhoea?			
(b) Vomiting?			
(c) Discharge from gums/ mouth, ears or eyes?			
(d) A sore throat with fever?			
(e) A recurring bowel disorder?			
(f) A recurring skin ailment?			
(g) Any other ailment that may present a risk?			

Have you recently taken any medication to combat diarrhoea or vomiting? Yes No

**Signature (employee)** ..... **Date** .....



**PART 2** (To be completed by the Manager / Supervisor)

If the answer to all of the questions in part 1 was ‘No’, the person may be permitted to return to their duties. (Complete and sign below)

However, if the answer to any of the questions was ‘Yes’, the person should not be allowed to clean rooms until they have been free of symptoms for 48 hours or, if formally excluded, medical advice states that they can return to their duties. Alternatively, in the case of employees with lesions on exposed skin (hands, neck or scalp) that are actively weeping or discharging, they must be excluded from work until the lesions have healed. **(See Part 3)**

**PART 3** (To be completed by the Manager / Supervisor after medical advice has been taken)

What medical advice was received by the employee? (Please tick)

(a) Exclusion from work until medical clearance is given	
(b) Move to safe alternative work until clearance is given	
(c) Return to room cleaning duties	

If (a) or (b) is ticked, appropriate action must be taken. If (c) is ticked, the employee may resume duties immediately.

**I confirm that** ..... **may resume room cleaning duties**

**Signature (Manager/Supervisor)** ..... **Date** .....



### ALL HOUSEKEEPING STAFF SHOULD FOLLOW THE GUIDANCE BELOW:

1. Uniforms should be pressed and in good condition. It should also be free of the following:
  - a. Rips and tears.
  - b. Stains.
  - c. Loose threads.
  - d. Missing buttons.
2. All housekeeping staff should wear name tags.
3. All housekeeping staff should wear appropriate footwear, that is in good condition and polished.
4. Hair should be neat, clean, secured if long, and of an appropriate style.
5. Any hair ornaments should be neat, discreet and color coordinated with the uniform.
6. Light make-up which is color coordinated with the uniform may be permitted for female staff.
7. Male staff must be clean shaven.
8. The wearing of jewelry must be in line with the hotel policy and should be discreet items only.









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