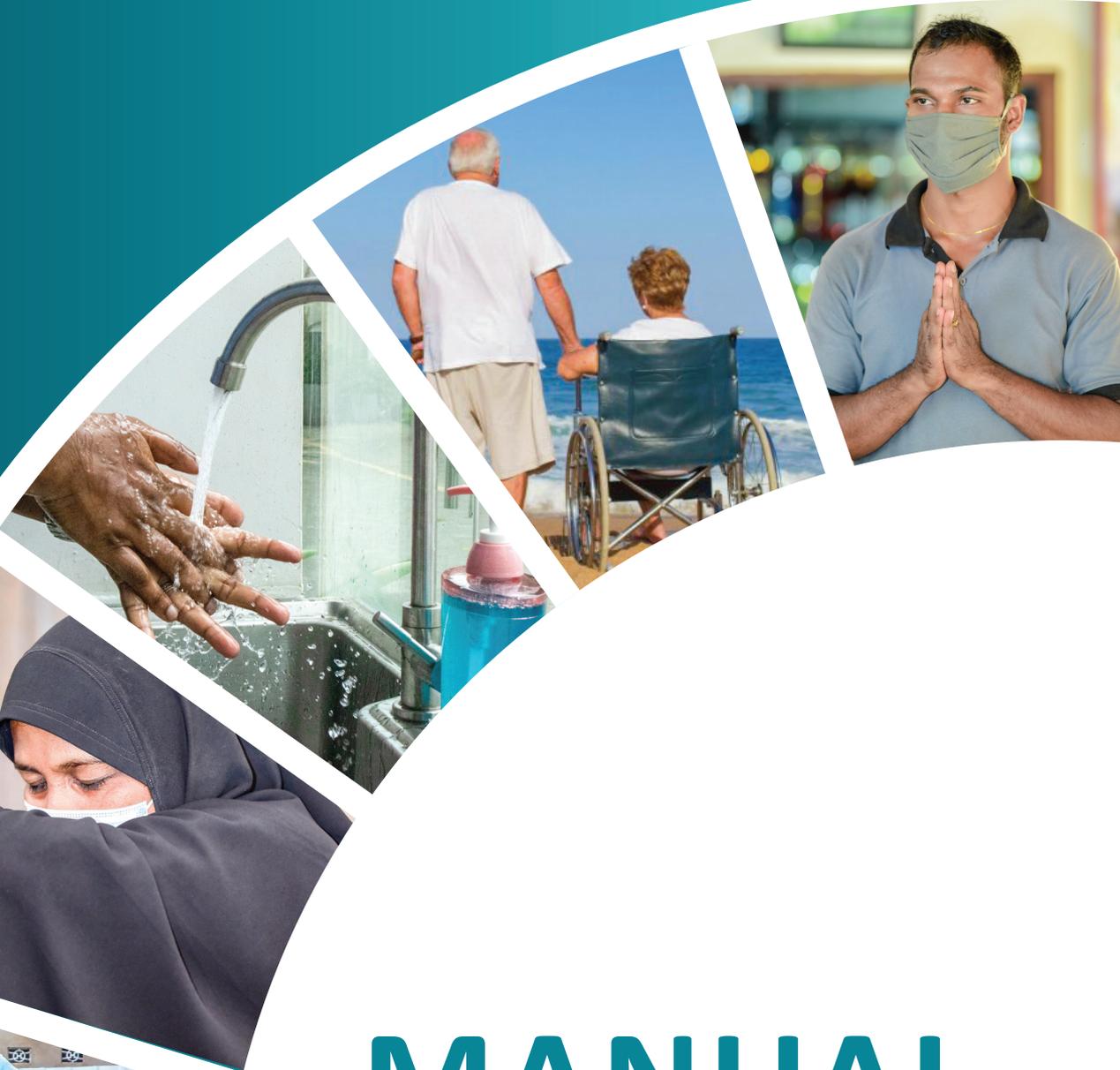


# Sri Lankan Hospitality Industry **PANDEMIC PREPAREDNESS COURSE**



# MANUAL

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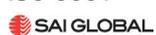
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# FOREWORD



## **Message from Ms. Dhammika Wijayasinge, Director General, Sri Lanka Tourism Development Authority**

The coronavirus pandemic is causing large-scale loss of life and severe human suffering globally. It is the largest public health crisis in the recent past, which has also resulted in a major economic crisis. The travel and hospitality sectors are among the most affected by this crisis.

Being a popular tourist destination, the global outbreak of the COVID 19 is having a severe impact on the tourism sector in Sri Lanka. Small and Medium scale enterprises in the tourism industry could be among the most affected.

Sri Lanka has been highly successful in its efforts to control the spread of COVID-19 and has proven that the country is not just the world's number one travel destination, but also a destination with an excellent healthcare system.

Since the relaxing of the lockdown, hotels are opening up for domestic tourism subjected to a firm guideline on health and safety measures. The country plans to reopen for international tourists during this year. It is necessary that all stakeholders comply with the guidelines and take necessary precautionary measures to ensure safety of international travelers and the citizens. I thank Skills for Inclusive Growth for preparing a pandemic preparedness course for small and medium industry stakeholders in line with our operational guidelines.

We are grateful for the Government of Australia for their generosity towards the wellbeing of the tourism sector in Sri Lanka for more than a decade.

On behalf of the Sri Lanka Tourism Development Authority, I take this opportunity to thank Skills for Inclusive Growth for their invaluable contribution in preparing the course contents and the support rendered to Sri Lanka Tourism to follow the path towards revitalized tourism industry in Sri Lanka.

**Ms. Dhammika Wijayasinge**  
**Director General**  
**Sri Lanka Tourism Development Authority**

# PREFACE



## Thinking and Working in a Pandemic

COVID-19 has created an unprecedented health challenge with governments, donors, NGOs, foundations and the private sector giving priority to the delivery of health and humanitarian assistance and immediate support towards strengthening fragile health systems globally.

The Pandemic is also a profound economic challenge with global and national trade disrupted or halted bringing household businesses to transnational corporations to crisis points with loss of revenue, rising unemployment and increased poverty resulting.

At the Skills for Inclusive Growth Program, an initiative funded by the Australian Government, our priority is to help manage and minimise the detrimental effects of the COVID-19 Pandemic on people, their economic life and their wellbeing through supporting the recovery and resilience of the tourism sector in Sri Lanka.

Tourism provides an opportunity to generate improved incomes for local communities across Sri Lanka by providing quality services and experiences for visitors interested in coming to Sri Lanka. Developing and marketing quality experiences and services is a key means through which visitors can enjoy Sri Lanka and purchase quality experiences, services and products. This revenue can be used to generate local jobs and distribute tourism revenues across the Island.

In working with tourism employers and the Sri Lanka Tourism Development Authority (SLTDA) we have developed a modular training package to support small business to be prepared for the post COVID recovery process to ensure they are able to return to productive enterprise that generates inclusive growth outcomes from a better performing tourism sector in Sri Lanka.

The pandemic provides an opportunity for small business to reshape the ways it has done business and engaged in the visitor economy. Now is the time to define the 'new' normal and reshape tourism services and products for higher value visitors looking for unique and authentic experiences in Sri Lanka. Small businesses dominate the tourism sector but are often overlooked in programs despite being the most likely to provide high value experiences and products for visitors across Sri Lanka.

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The future of tourism if it is to achieve government policy objectives for improved local economic development and inclusion requires the integration of small businesses to develop tourism value chains and economic development corridors. It is these small businesses that can employ local communities and ensure gender equity and improved social cohesion. These businesses need support to improve quality, to be adaptive and agile to be able to support the growth and potential from a vibrant visitor economy.

We are very pleased to support the development of this COVID-19 Preparedness training package which provides training materials for Sri Lankans of all languages, has practical enterprise guidelines and workplace protocols which enable small businesses to re-open and improve in compliance with government health and tourism guidelines. The program will be initially rolled out in the East of Sri Lanka in July 2020 and extended to other districts.

To receive more information about the work of the Skills for Inclusive Growth Program please visit our website <https://inclusivegrowth.com.lk/>

**Mr. David Ablett**  
**Team Leader**  
**Skills for Inclusive Growth Program**

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# INTRODUCTION AND BACKGROUND TO THIS MANUAL

This manual was prepared by Skills for Inclusive Growth (S4IG) to support Sri Lankan hospitality providers adapt their way of working to manage operations in context of COVID-19. By employing the information outlined in this document and associated training resources, hospitality providers should be well prepared to serve local and foreign tourists (when this restarts), as well as contribute responsibly to keeping the country safe.

## About S4IG

Skills for Inclusive Growth (S4IG) is an initiative of the Australian Government in collaboration with the Ministry of Skills Development, Employment and Labour Relations. The S4IG Program delivers skills training to improve the lives of women, men and persons with disabilities in the tourism and hospitality industry in Ampara, Batticaloa, Polonnaruwa and Trincomalee to strengthen the performance of enterprises, improve their quality of services, generate employment and increase incomes.

## The course

The Pandemic Preparedness Course for the Sri Lankan Hospitality Industry has been designed to enable Hospitality and Tourism Operators to confidently demonstrate their compliance with any local and international regulations, and manage guests expectations visiting Sri Lanka during the COVID-19 pandemic.

This training is an initiative of the S4IG Program and the Sri Lanka Tourism Development Authority (SLTDA). The training package has been developed by David Webb Consultants with their skilled professional team, with support from the Institute of Health Policy (IHP), S4IG and the SLTDA. The training package is recognised as providing surety of quality to employers and trainees looking to improve their performance in managing COVID-19 across the tourism value chain.

We gratefully acknowledge the support extended from both government and the private sector towards the development of these training resources and look forward to their widespread implementation across workplaces in Sri Lanka.

COVID-19 will impact different businesses in different ways. These guidelines are meant to help accommodation and hospitality service providers operate as safely as possible under COVID-19. While it is important to follow the hygiene and safety guidelines, providers should adapt the information in this document to suit their individual type and size of business.

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This is a large manual because it has been designed to make it easy to understand and use. It is broken down into easy access sections with many examples. Hospitality providers have been asked by the Sri Lankan Government and the SLTDA to implement safety and hygiene measures. This manual aims to make those measures easy to understand and apply.

The changes to the way hospitality providers operate are not intended to be onerous. The measures are intended to help providers to operate safely by implementing safety and hygiene practices that serve to protect everyone from COVID-19. Then hospitality providers, from large to small can continue to operate their businesses, while we all learn to live with COVID-19.

This document includes measures for small to large accommodation establishments, hospitality industry suppliers and service providers. Where measures need to be heavily adapted to suit smaller operators, we have included sections and examples for them under the heading 'for homestays'.

Overall, we encourage hospitality operators to have their own plan and mechanisms in place that suit their specific business operations. Please adapt the information in this manual and ensure that you have COVID-19 measures in place that are fit for your situation.

#### Background

Since the COVID-19 virus emerged in China in late 2019, it has spread to almost all countries in the world, causing an unprecedented and global public health and economic crisis. By the end of July 2020, the virus had infected more than 15 million people and killed more than half a million around the world.

These rates are driven by the high infectiousness of the virus, comparable to the common cold. A significant number of people with COVID-19 have no symptoms, and most cases in Sri Lanka have been in this category. Yet people without symptoms can still infect other people, and many infections occur this way.

Experts estimate a vaccine may be 12-18 months away. We will have to live with this infectious disease for some time. Until then, international travel and tourism will remain highly restricted. Countries like Sri Lanka, Australia and New Zealand who have been able to prevent continuous spread of the virus face a particular challenge as their first priority will be to prevent the virus coming back into their countries. These countries are likely to maintain stringent border controls, which not only prevents tourists visiting them, but also makes it less likely that their tourists will want to visit Sri Lanka, since they may face quarantine when they return home.

For these reasons, governments in places, such as Australia, New Zealand and Taiwan, have indicated that they will keep their borders closed to international tourists until 2021 to keep their countries safe. Although the Sri Lankan government agencies have previously announced dates for re-opening to

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foreign tourists, many medical bodies and experts in Sri Lanka have advised against this and the date for re-opening may be delayed further. However, even if this happens, the country should remain safe for local tourists to travel within the country.

For these reasons, hospitality providers in Sri Lanka need support and guidance to effectively manage the COVID-19 challenge, to protect their staff and to provide guests the assurance that their health is being adequately protected.

This manual and the supporting training course is based on information from the Sri Lanka Ministry of Health (MoH), SLTDA, and the World Health Organisation (WHO) as well as insights from a range of international sources, including experts, business owners and officials from various governmental and non-governmental bodies, to understand the varying perspectives on COVID-19 related issues.

The SLTDA introduced guidelines for the Tourism Industry on 8 June 2020. The guidelines were written for the purpose of preparing hospitality operators for managing guests who arrive from abroad. The guidelines provide a detailed outline of the procedures and protocols that those in the tourism industry need to implement as suits their specific situation, with additional guidance, bearing in mind the more likely scenario that most of their guests will be local tourists.

### **Useful Resources**

- 🔗 Sri Lanka Tourism Development Authority, 2020. Sri Lanka Tourism Operational Guidelines with Health Protocols, Version 1, 08 June 2020. Ministry of Tourism and Aviation.  
<https://www.sltda.gov.lk/storage/documents/SLTourism-OperationalGuidelines.pdf>

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This manual focuses on practical applications of the COVID-19 operational guidelines and is targeted at those working in the hospitality sector. It has been designed to be user friendly.

Below you will find other benefits of using this manual:

- » This is a guide explaining how to implement the SLTDA guidelines for your business so that it can survive and thrive.
- » With this manual, you can check if what you're doing is right with regards to the new regulations. It aims to answer questions specifically related to hospitality businesses.
- » This manual will help you understand your guests' concerns relating to COVID-19 and how to keep them informed, safe and happy.
- » This guide will help you get the best out of your staff and make sure they follow the rules for their own safety and that of the guests.
- » This guide will help you ensure that outside contractors and suppliers follow safety rules when they come onto your premises.
- » This guide will help you follow correct procedures to minimise the exposure of guests and staff to the virus, both on-site and when they are outside of the premises.

Preparing successfully for managing COVID-19 focuses on maintaining good health and safety and hygiene and following some basic protocols. This manual helps you to address the challenges that COVID-19 brings.

# ABBREVIATIONS

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**BOH** - Back of house

**FOH** - Front of house

**HODs** - Head of departments

**MoH** - Ministry of Health

**MT** - Management Team

**PPE** - Personal Protective Equipment

**RRT** - Rapid Response Team

**SLTDA** - Sri Lanka Tourism Development Authority

**WHO** - World Health Organisation

**S4IG** - Skills for Inclusive Growth

**PHI** - Public Health Inspector

**HACCP** - Hazard Analysis and Critical Control Points

**MOH** - Medical Officer of Health

**F&B** - Food and Beverage

**NIC** - National Identity Card

**FIT** - Free Independent Travellers

**COVID-19** - Coronavirus Disease 2019

**HPB** - Health Promotion Bureau

**GM** - General Manager

**AC** - Air conditioning

**BMICH** - Bandaranaike Memorial International Conference Hall

**SLAPCEO** - Sri Lanka Association of Professional Conference, Exhibition and Event Organizers

**EPID** - Epidemiology Unit (MoH)

**EOHFS** - Occupational Health Unit (MoH)

**SMEs** - Small to medium enterprises

# ICON LEGEND



Hotel



Guesthouse



Homestay



Remember /  
don't forget



Reflection



Think about



Staff



Guests



Hand sanitiser



Record



Avoid physical  
contact



Avoid touching eyes,  
nose, mouth



Transport



Trips / excursions



Suppliers



Gloves



Face mask



Wash hands



Social distancing



Stay home



Cleaning



Elbow sneeze



Contact tracing



Hazards / risks



Avoid sharing food

# Section 1:

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## Introduction



A general introduction to COVID-19 and this manual, including COVID-19 symptoms, how COVID-19 spreads and crucial actions hospitality operators need to take to ensure guest and staff safety.

## Introduction

### About this Manual

This manual has been written in simple language and it is available in three languages: Sinhala, English, and Tamil.

This manual is one of three documents:

- » The Manual
- » The Trainers Book
- » The Participants Book

The manual is set out with the following features and structure:  
Each section of this manual will be headed with three parts as follows:

- » Can you answer these questions?
- » In this section we will:
- » Key points to note:

It then details the section and important information that you need to understand. Additionally the manual contains:

- » Important points highlighted in 'Don't forget' boxes.
- » Frequently Asked Questions
- » Practice tables highlighting for example Do's and Don'ts

It has been created with three accommodation groups in mind as well as service providers who work in the tourism industry.

In particular:

- » Homestay owners renting out rooms in their house to guests.
- » Guest house owners who own an establishment with five or more bedrooms.
- » Hotel owners who own an establishment with ten or more rooms, classified by SLTDA as a tourist hotel or a star-class hotel.
- » Tour Operators, and Surf, Yoga and Wellness related service providers.



The manual is broken into 10 sections with a focus on managing changes and raising COVID-19 awareness when:

- » Working with Guests
- » Working with Staff
- » Working with Suppliers
- » Working with Service Providers

As such, the manual aims to present standard operating procedures to effectively manage the range of personnel and public interactions in the situational contexts that typically apply in hospitality establishments. Hospitality operators can effectively manage COVID-19 prevention measures in their establishments by considering the added risks that are presented with their present operations and manage these by either:

- » Avoiding Contact
- » Avoiding Exposure
- » Implementing Controls

The manual also outlines required changes in the management procedures to:

- » Raise awareness
- » Implement improved hygiene measures
- » Communicate and report
- » Support and guide staff

A primary management aim is to empower staff so they can confidently manage the changes in their accommodation establishment, operate safely, take personal responsibility, and support guests during their stay in Sri Lanka.

This document uses a variety of abbreviations which can be referenced in page 9 and a suite of simple to identify icons that indicate features such as key points to page 10.



### Don't forget:

- » You need to have COVID-19 measures in place to protect your staff, guests, colleagues, visitors, and suppliers.
- » These measures need to be fit for purpose and include good health and safety practices.
- » Please adapt the information in this manual as needed to suit your own situation.

## Impact on the Hospitality Industry

As hospitality operators you have a **duty of care** to ensure the health and safety of your guests, staff and others who work with you. You also have a duty to keep up to date with new information and guidelines as they emerge. The hospitality industry also has an important responsibility to contribute to the national effort against COVID-19 by not becoming the cause of future outbreaks.

When Sri Lanka reopens for tourists it is crucial for the success of Sri Lanka's tourism industry and the safety of tourists, hospitality professionals and locals alike that all recommended preventative measures are followed. This may mean:

- » Changing the way your business operates
- » Changing the way you and your staff do things
- » Adapting your offerings to meet the new requirements
- » Adapting the manner in which you host your guests
- » Implement additional health and hygiene measures
- » Increasing communication & record keeping

## Guest Expectations



Since COVID-19 is affecting countries differently, hospitality providers will need to be conscious of tourist's varying expectations. If they are guests from abroad, they will be used to following the COVID-19 guidelines from their own country, which may differ from Sri Lanka's guidelines.

Hospitality providers need to be prepared to explain to guests the COVID-19 health and safety expectations that must follow during their stay, and guide them, while seeking to:

- » Maintain the essence of hospitality, and
- » Create a sense of safety

Hospitality providers should think about what COVID-19 health and safety measures guests might want to see during their stay. For example, before COVID-19 you might have cleaned as subtly as possible so guests didn't see it happening. Some guests will welcome open and obvious hygiene measures. They may also expect more direction about what they are allowed (and not allowed) to do.



For example:

Expectation	New process	Reason why
Walk straight into the lobby without..	Pause before entering to: <ul style="list-style-type: none"> <li>» Disinfect shoes</li> <li>» Check temperature</li> <li>» Sanitise hands</li> </ul> Guests must also complete a self-declaration form and wear a mask.	To prevent outside contamination and possible spread of infection within the premises
Standard cleaning	More frequent cleaning with added sanitising	To ensure items are free from harmful substances
Luggage assistance	Staff will sanitise luggage and return it to the guest	To minimise contact and spread of infection
Easy and shared access to pool areas	Access is by pre-booking and individual guest use may be limited to a certain time period	To ensure safe use of pool areas and changing areas by minimising contact and spread of infection

## Understanding different viewpoints

To understand your guests' expectations, remember that other countries are dealing with COVID-19 in different ways. Hospitality businesses need to be conscious of the different expectations foreign tourists may have.

One way to consider what your guests may be expecting, is to check the regulations in their home countries. The websites listed below are for COVID-19 guidelines from some of Sri Lanka's top tourism source markets. Tailor the websites you look at to the main tourist markets visiting your property.

Country	Website
United Kingdom	<a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>
India	<a href="https://www.mygov.in/covid-19">https://www.mygov.in/covid-19</a>
France	<a href="https://www.gouvernement.fr/en/coronavirus-covid-19">https://www.gouvernement.fr/en/coronavirus-covid-19</a>
Europe	<a href="https://www.ecdc.europa.eu/en/covid-19-pandemic">https://www.ecdc.europa.eu/en/covid-19-pandemic</a>
Germany	<a href="https://www.deutschland.de/en/corona-virus-germany-overview">https://www.deutschland.de/en/corona-virus-germany-overview</a>
USA	<a href="https://www.cdc.gov/coronavirus/2019-nCoV/index.html">https://www.cdc.gov/coronavirus/2019-nCoV/index.html</a>
Australia	<a href="https://www.health.gov.au/">https://www.health.gov.au/</a>

## What is COVID-19? What are the Risks and How is it Spread?



### Can you answer these questions?

- 🔗 What is COVID-19 and how does it spread?
- 🔗 What can we do to minimise the risks COVID-19 poses to everyone?
- 🔗 Who are classified as high-risk from COVID-19?
- 🔗 Why is COVID-19 relevant to the hospitality industry?
- 🔗 What is an MT and RRT and who should be involved?

**In this section we will:**

- » Consider how COVID-19 spreads and measures that can be taken to control it.
- » Focus on the significance and challenges of the COVID-19 health crisis and how this impacts the hospitality sector.
- » Address some of the key areas and priorities for the hospitality industry regarding COVID-19 measures.
- » Identify challenges of communicating with guests about these new practices and restrictions.

**Key points to note:**

- » COVID-19 is a virus which poses a significant risk to public health in all countries and has significantly impacted the world's economies
- » It is impossible to tell who has COVID-19 and who doesn't without testing, and testing cannot detect everyone who is infectious with COVID-19.
- » COVID-19 means changing the way you normally interact with all guests—both local and foreign, staff and suppliers.

## What You Need to Know About COVID-19

**What is COVID-19?**

COVID-19 is a highly infectious disease causing severe illnesses in humans and animals. Although it began in Wuhan, China in December 2019, it has spread far and wide to many countries and is now labelled as a Pandemic. By the end of July 2020, COVID-19 had infected over 15 million people globally and had caused over half a million deaths. Some people may have COVID-19 and may not be aware, while others have severe symptoms. There is no known cure for COVID-19 at the time of writing this manual.

**What are the symptoms of COVID-19?**

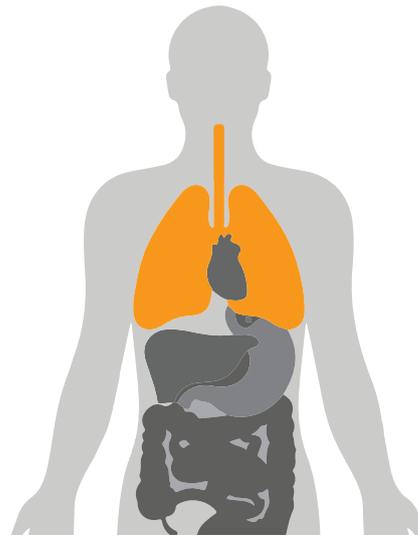
Many people with COVID-19, maybe most, never develop symptoms or only experience the mildest symptoms. Unfortunately, these people can still share the virus and infect others.

**The three most common symptoms are:**

- Fever - body temperature of 37oC or more
- Dry cough
- Tiredness

**Other symptoms include:**

- Shortness of breath
- Sore throat
- Headache
- Nasal congestion
- Aches and pains
- Diarrhoea
- Conjunctivitis
- Loss of taste or smell
- Skin rashes, or discolouration of fingers or toes



Most people recover without the need of hospitalisation, but some people can develop serious symptoms.

**How does COVID-19 spread?**

COVID-19 spreads from person to person through small droplets which escape from the nose or mouth of a person infected with COVID-19. These droplets may remain on objects and surfaces around the person.



If someone breathes in these droplets or touches a surface with the droplets and then touches their eyes, nose, or mouth, they could become infected.



It is important that everyone practices hand and respiratory hygiene and maintains a distance of at least 1.5 metres from other people to prevent the spread of the disease.

**Which groups are high-risk?**

According to the WHO, there are a number of groups who could be considered as high-risk of becoming **severely ill** from COVID-19. These include (but are not limited to):

- ⌘ People over 60 years old
- ⌘ People with high-blood pressure
- ⌘ People with heart and lung conditions
- ⌘ People with diabetes

- » People with cancer
- » People with disabilities

These are some of the groups who are considered high-risk because their immune systems could be lower than others meaning they may not be able to fight the disease as effectively.

It is important to remember that **anyone can become severely ill from COVID-19**

**All persons, regardless of age or physical condition, should take precautions against contracting or spreading COVID-19. They should remember that it is not possible to tell if somebody is infectious with COVID-19 by looking at them – in many cases infection is spread by people who do not have any symptoms.**

Any person who develops a fever, cough with shortness of breath, chest pain/pressure, or loss of speech/movement should seek medical attention immediately.

**During a COVID-19 emergency you should first call 1390/1999**

## What is Social Distancing?



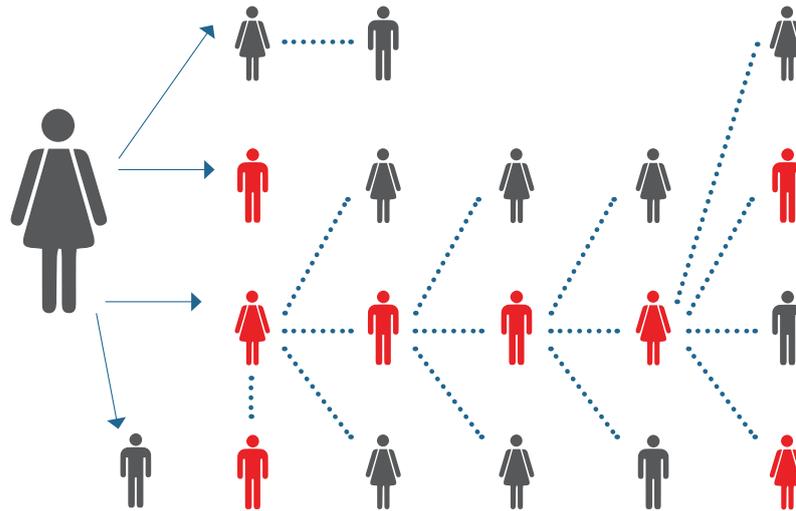
Social distancing (sometimes called physical distancing) means people maintain a safe space between themselves and other people. Social distancing is a public health practice that aims to prevent people with COVID-19 from coming in close contact with healthy people in order to reduce opportunities for disease transmission. It can include large-scale measures like cancelling group events or closing public spaces, as well as individual decisions such as avoiding crowds.

Some governments recommend a safe distance of 1.0m however, in this manual and training material and in line with SLTDA Guidelines, people are recommended to maintain a **safe distance of 1.5m** from one another. This helps to accommodate the expectations of visitors who come from countries that have different guidance from Sri Lanka.



## What is Contact Tracing?

Contact tracing is the process of identifying everyone that an infected person had effective contact with. This could be staff they work alongside, family members they visited, guests they served, suppliers they met and anyone else they spent time with during the relevant period of time. If the tourism industry keeps records, health authorities can be proactive in responding to COVID-19 incidents, and containing an outbreak.



It is crucial that employers and those working in the hospitality industry keep detailed daily records during the COVID-19 outbreak and keep them for at least 90 days.



Who	What records
Staff members, including management	<ul style="list-style-type: none"> <li>» Shift pattern and break pattern.</li> <li>» Which team/department they worked in</li> <li>» Resident/non-resident. If resident, which dorm they slept in.</li> <li>» If they take staff transport or not</li> <li>» When on leave, dates and places they visited</li> <li>» Results of random PCR tests undergone</li> </ul>
Suppliers	<ul style="list-style-type: none"> <li>» Name</li> <li>» Address</li> <li>» NIC number</li> <li>» Vehicle number</li> <li>» Time of arrival and departure</li> <li>» For drivers, the name of guest(s) or group should also be recorded</li> </ul>

Who	What records
Visitors	<ul style="list-style-type: none"> <li>» Name</li> <li>» Contact number</li> <li>» NIC / ID number</li> <li>» Purpose of visit</li> <li>» Which staff (and/or guests) they interacted with / areas of the property they visited</li> <li>» Time of arrival and departure</li> </ul>
Guests	<ul style="list-style-type: none"> <li>» Name</li> <li>» Contact number</li> <li>» Passport / NIC number</li> <li>» Vehicle number (if applicable)</li> <li>» Arrival time</li> <li>» Flight details (if foreign tourist)</li> <li>» Self-declaration form</li> </ul>

Inform all relevant parties that their details will be shared with local public health authorities in the event of an incident involving confirmed or suspected COVID-19 infection. Anyone who does not agree to this condition should not be allowed to access the premises.

## What Key Actions do People Need to Take?

### Risk Management

Managing the risks that COVID-19 introduces requires hospitality providers to assess how their business operates and to assess how new risks are introduced and how existing risks are changed. In managing risk, hospitality operators should aim to eliminate, minimise or control the risk. In Section 3: Guest Safety, the manual outlines the concepts of reducing exposure and contact risk.

Successful preparedness for managing COVID-19 is focused on maintaining good health and safety and hygiene and following some basic protocols. This manual helps you to address the challenges that COVID-19 brings, by explaining ways of:

- ❖ **Avoiding contact** by minimising interaction and avoiding high touch areas. This is done by encouraging social distancing and avoiding unnecessary contact among guests, staff, suppliers, and service providers.
- ❖ **Avoiding exposure** by implementing hygiene and control measures recommended by the Ministry of Health Sri Lanka (MoH), the World Health Organisation (WHO), and Sri Lanka Tourism Development Authority (SLTDA). This includes the use of personal protective equipment (PPE), the use of sanitisation, and controlling who enters and exits premises.
- ❖ **Implementing controls** by putting measures and systems in place so that risk is eliminated, minimised or controlled. This includes educating all stakeholders including guests, training staff and putting in place processes for managing COVID-19.

The core activities that hospitality providers are required to implement to manage the risk of exposure to COVID-19 are:

- Improving hygiene 
- Put in measures that support social distancing 
- Put in controls that prevent exposure through contact or aerial exposure. 

**There are 8 key areas you need to implement as a business owner:**

No.	Key area	Examples
1.	Implement social distancing throughout the property / vehicle / site	<ul style="list-style-type: none"> <li>❖ Keep 1.5m social distance from others</li> <li>❖ Move / remove furniture to facilitate this</li> <li>❖ Use floor markers to denote this spacing</li> <li>❖ Keep occupancy to 50% capacity</li> </ul>
2.	Make physical changes to spaces	<ul style="list-style-type: none"> <li>❖ Adjust physical spaces and furniture to eliminate gathering hot spots</li> <li>❖ Remove extra furniture to keep seating 1.5m apart, and ideally 2m between groups of diners</li> <li>❖ Install barriers and sneeze guards</li> <li>❖ Create one ways systems</li> <li>❖ Distance pool chairs / terrace seating</li> </ul>

No.	Key area	Examples
3.	Provide sanitiser / disinfectant	<ul style="list-style-type: none"> <li>» For the use of staff and guests throughout the property / vehicle / site</li> <li>» Ensure it is accessible at different heights, with/without pedal dispensers</li> </ul>
4.	Remove shared and unnecessary items	<ul style="list-style-type: none"> <li>» Such as ornaments and sculptures from tables</li> </ul>
5.	Implement cleaning controls	<ul style="list-style-type: none"> <li>» Reassess your cleaning processes, implement schedules</li> <li>» Add sanitisation steps</li> <li>» Increase frequency of cleaning</li> <li>» Display checklists and rotas</li> </ul>
6.	Keep records of all interactions	<ul style="list-style-type: none"> <li>» Record guest, visitor, supplier and staff details in a log book in case of a COVID-19 outbreak</li> <li>» Keep for at least 90 days</li> </ul>
7.	Keep informed and up-to-date with new developments	<ul style="list-style-type: none"> <li>» From official sources including SLTDA, MoH, local authorities and industry associations</li> </ul>
8.	Keep occupancy to 50%	<ul style="list-style-type: none"> <li>» Determine 50% capacity</li> <li>» Ensure bookings to match 50%</li> </ul>

### Communication:

As tourists will have different experiences and expectations of COVID-19 measures, one of the most important things to implement is clear communication between the accommodation provider and the guests.

Clear communication helps guests and staff understand what they need to do. This avoids problems with misunderstanding of COVID-19 expectations.

Additional communication is required to remind staff of important COVID-19 measures. Staff need to be empowered to openly report problems. This will help them to feel comfortable with reporting back to management.

Communication should be clear, accurate, frequent, repeated.

Top priorities	Information
Importance of clear communication	<p>Health and Hygiene signs displayed in prominent places</p> <p>Cleaning rotas and checklists displayed where guests can see them</p> <p>Pre-booking information on website / via phone about what to expect</p>
Understanding guests concerns	<p>Understanding that people differ regarding their understanding of COVID-19 and this may be reflected in their behaviour</p> <p>Ensure there is someone they can talk to regarding any concerns and that these are taken seriously</p>
Maintain the essence of hospitality	<p>Guests still want to feel like they are on holiday and be able to enjoy their stay</p>
Politely insists that guests and staff follow the rules	<p>Explaining that the rules are non-negotiable and that they are for their own and others' safety</p>
Display signs and reminders of COVID-19 information and measures	<p>Include the following:</p> <ul style="list-style-type: none"> <li>● Promoting of hand washing/sanitizing</li> <li>● Respiratory hygiene</li> <li>● Basic Hygiene practices</li> <li>● Contact information of key staff personnel</li> <li>● Emergency Telephone numbers</li> </ul> <p>See Appendix L for examples of signs.</p>

Communication is not only written and verbal, it is also visual. As guests will speak different languages it is highly recommended that COVID-19 signage is posted. Display clear signs and posters in front of house and back of house areas.

For example, all staff need to know what action to take with a COVID-19 incident. They can be educated on this during staff training and team meetings. Signs with emergency contact details should be posted in back of house areas.

**Note these important COVID-19 hotlines:**

- » National COVID-19 Response Alert - 1999
- » Government Information Centre - 1919
- » Contact information of the PHI of your area
- » Contact information of your RRT members
- » Sri Lanka Tourism Development Authority - 0112 426 800
- » Suwasariya ambulance service - 1990
- » Sri Lanka Tourism Promotion Bureau - 1912

## Your Responsibility - Operational Response Teams



One of the first things that all accommodation providers need to do is set up two teams as part of their COVID-19 response: The Management Team (MT) and The Rapid Response Team (RRT).

The goal of these teams is to prevent incidents, effectively manage cases and mitigate impact among all stakeholders of the premises. Both teams will be responsible for taking action when a COVID-19 incident arises.

The correct individuals to join these two teams should be carefully selected based on their role, seniority, capability and willingness.

### What is a COVID-19 incident?

An incident means events that involve an actual or suspected (by authorities) case of COVID-19. Or an incident where somebody develops symptoms or falls ill with symptoms that might be COVID-19.

### The Management Team

#### Who is in the Management Team?

This team should be headed by the general manager (or head of the establishment), and include other higher officials, such as head of departments (HODs), hotel doctor / on-call doctor, RRT leader.

#### What does the Management Team do?

The management team is responsible for preparing a Workplace COVID-19 preparedness and response plan. The plan must include controls necessary to address COVID-19 risks.

The plan should address the risks that COVID-19 introduces to the workplace. It should include sources of how workers might become exposed to COVID-19, such as:

- » The general public, customers, and coworkers
- » Sick individuals or those at higher risk of infection e.g. people who have visited multiple locations with widespread COVID-19 transmission
- » Non-occupational risk factors at home and in community settings
- » Workers' individual risk factors.

The management team should:

Duty	Actions
Implement	<p><b>Establish</b> a tailored action plan in consultation with the local MoH, tourism administration and industry associations.</p> <p><b>Implement</b> the plan under the SLTDA's guidelines.</p> <p><b>Update</b> the plan when necessary in line with new guidance, procedures or regulations.</p>
Instruct	<p>Instruct the RRT to:</p> <p><b>Follow</b> guidelines of SLTDA, MoH, tourism and local authorities.</p> <p><b>Implement</b> the action plan.</p> <p><b>Update</b> the entire staff of any new guidance, procedures, regulations or changes issued by the relevant authorities.</p>
Mobilise	<p><b>Ensure</b> sufficient funds and resources are available so that the RRT can implement the plan effectively.</p>
Supervise	<p><b>Be alert</b> to unusual and notable incidents.</p> <p><b>Evaluate the plan</b> frequently to identify gaps and discuss with the RRT.</p>
Record	<p><b>Compile a log book</b> of all notable, unusual, important incidents and measures taken in detail.</p> <p><b>Archive records</b> for future references.</p> <p><b>Record communications</b> to staff, guests, frequent visitors and other stakeholders to avoid misunderstandings or communication gaps.</p> <p><b>Records should be kept for at least 90 days.</b></p>

Duty	Actions
Communicate	<p><b>Arrange briefing sessions</b> by the RRT to share accurate and updated information with staff.</p> <p>These briefing sessions ensure:</p> <ul style="list-style-type: none"> <li>⌚ The flow of correct and pre-defined information on any incident that may arise in future.</li> <li>⌚ Precautionary measures and related information are communicated effectively to guests and other stakeholders.</li> <li>⌚ RRT carries out debriefings to identify faulty procedures and discuss any ongoing changes required.</li> </ul> <p><b>Communicate important messages</b> at visible places for staff (in back of house areas) and guests (in public areas, hotel entrance, receptions, restaurant entrances, all rooms).</p> <p>These communications should include:</p> <ul style="list-style-type: none"> <li>⌚ Promoting hand washing and safe social distancing</li> <li>⌚ Respiratory symptoms of COVID-19</li> <li>⌚ Cleanliness and basic hygiene practices</li> <li>⌚ Contact information of key staff personnel</li> <li>⌚ Emergency telephone numbers</li> </ul>
Train	<p><b>Instruct the RRT</b> to obtain necessary training and instructions from the MoH, provincial or local authorities and the SLTDA on the prevailing situation and corrective measures required.</p>

## Examples of Management Teams

 <p><b>Hotel</b> with 15 bedrooms</p>  <ul style="list-style-type: none"> <li>» RRT leader</li> <li>» General manager</li> <li>» Head of housekeeping</li> <li>» Head of security</li> <li>» Front office manager</li> <li>» F&amp;B manager</li> <li>» On-call doctor</li> </ul>	 <p><b>Guesthouse</b> with 6 bedrooms</p>  <ul style="list-style-type: none"> <li>» Manager</li> <li>» Head waiter (RRT leader)</li> <li>» Head gardener</li> <li>» Security officer</li> <li>» Head chef</li> <li>» Head housekeeper</li> </ul>	 <p><b>Homestay</b> family run with 1 staff</p>  <ul style="list-style-type: none"> <li>» The lead person managing the accommodation is the MT and RRT leader. They need to know both the responsibilities of the MT and RRT to deal with COVID-19 incidents.</li> </ul>
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## The Rapid Response Team (RRT)

The RRT team is assigned to respond to emergencies, attend to any training carried out by relevant authorities, and carry out tasks assigned by the management team. The RRT team provides the management team situational updates on COVID-19.

### Who is in the RRT?

**Rapid response team leader:** a representative of higher management, or an individual appointed by the management team to lead the RRT.

**Rapid response team members:** individuals appointed from each department by the management team and RRT team leader.

### What does the RRT do?

The RRT will:

- » Respond to emergencies
- » Attend training by relevant authorities
- » Carry out tasks assigned by the management team
- » Collaborate with all staff to demonstrate, educate and collect data

- » Report to the management team on COVID-19 situational updates
- » Follow guidelines of SLTDA, MoH, tourism and local authorities
- » Implement the action plan created by the MT
- » Update the entire staff of any new guidance, procedures, regulations or changes issued by the relevant authorities

**Who should be in the RRT?**

When deciding who to select for the RRT, consider the following questions:

- » Are they capable of carrying out the tasks required?
- » Can they cope under the pressure of handling a positive case of COVID-19?
- » Are they well organised and good at following rules?
- » Do they work well with other members of staff?
- » Are they willing to take on this role?
- » Is someone from each major department included?
- » Are the people in the RRT different from the management team?
- » Who is the best person to lead the RRT?

**Examples of Rapid Response Teams**

 <p><b>Hotel</b> with 15 bedrooms</p>  <ul style="list-style-type: none"> <li>» RRT leader is front office manager</li> <li>» 1 x team member each from reception, security, kitchen, gardening, sales</li> <li>» 2 x team members each from housekeeping and F&amp;B</li> </ul>	 <p><b>Guesthouse</b> with 6 bedrooms</p>  <ul style="list-style-type: none"> <li>» RRT leader is head waiter</li> <li>» 1 x team member from gardening, kitchen, housekeeping</li> <li>» Both front of house staff</li> </ul>	 <p><b>Homestay</b> family run with 1 staff</p>  <ul style="list-style-type: none"> <li>» The lead person managing the accommodation is the RRT leader. They need to know both the responsibilities of the MT and RRT to deal with COVID-19 incidents.</li> </ul>
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### Don't forget

You need to have COVID-19 measures in place that are fit to ensure you have good health and safety practices in place. This is to protect your staff, guests, colleagues, visitors, and suppliers. Please adapt the MT and RRT examples above as needed to suit your own situation.

In the event that a COVID-19 incident occurs (such as a symptomatic guest or staff member), the RRT should screen and isolate the individual and inform the authorities by contacting the medical hotline on 1390 or 1999. Irrespective of whether the individual is a guest or a staff member, the recommendations of the Medical Officer of Health (MOH) and public health inspectors (PHI) should be strictly carried out. Refer to Section 9: Emergency Response for detailed information on handling a suspected or confirmed COVID-19 case.

### Isolation Room

There shall be a dedicated vacant room allocated as an isolation room. If possible, arrange one room for guests and another in the back of house areas for staff use.

Any person with COVID-19 symptoms must be isolated in this room. The room should be suitable, comfortable and well laid out, preferably with an attached bathroom or toilet. It should be equipped with necessary medical equipment, medicines, disinfectant and PPE as directed by the health authorities. The room should be able to be disinfected when necessary.

## Frequently Asked Questions

### Who do I contact if my colleagues don't follow the COVID-19 guidance?

You should inform your manager and the Rapid Response Team.

### How can I tell if someone has COVID-19?

Remember that you can't tell if someone is carrying COVID-19, not everyone shows symptoms. You should therefore treat everyone as high-risk. If someone does show symptoms, isolate the person and seek medical assistance by following the steps outlined in Section 9: Emergency Response.

### What do we do if a guest refuses to maintain social distancing?

Politely but firmly remind them of the rules of the accommodation establishment which they agreed to when booking. Explain that the procedures are there for their own safety and the safety of other people. The guest should be informed that if they do not follow the rules then they may be asked to leave the property. Inform the RRT of any incidents of noncompliance by guests.

### Can the same people be in the Management Team and the RRT?

With some smaller establishments, like a homestay, you can appoint one person to represent both activities. What is important is that the allocated person knows the responsibilities of the management team and RRT to deal with COVID-19 incidents. If your establishment has a management team then you should try to appoint a dedicated person to be the RRT.

**We don't have an in-house doctor or a doctor on call. What should we do?**

If you don't have an in-house doctor to include in the RRT, make sure staff are aware of the correct contact numbers where they can obtain medical assistance. If a guest or staff member is unwell and is displaying COVID-19 symptoms, you should first call the Medical Hotline (1390 /1999) and follow the advice from the Public Health Inspector (PHI) or Medical Officer of Health (MOH).

**Who can I talk to if I have questions on any COVID-19 guidelines?**

You can contact your industry association, local authority, the MoH and SLTDA.

**Where can I get up-to-date information on COVID-19?**

In Sri Lanka, you can contact the hotlines on: 1390 and 1999, and also visit the websites below:

Information	Organisation	Website link
General information on COVID-19	Health Promotion Bureau (HPB) and MoH	<a href="https://hpb.health.gov.lk/en/covid-19">https://hpb.health.gov.lk/en/covid-19</a>
General information on COVID-19	WHO	<a href="https://www.who.int/srilanka/COVID-19">https://www.who.int/srilanka/COVID-19</a>
Information on hospitality guidelines	SLTDA	<a href="https://www.srilanka.travel/pdf/SL_Tourism_Operational_Guidelines.pdf">https://www.srilanka.travel/pdf/SL_Tourism_Operational_Guidelines.pdf</a>
Information on COVID-19 situation in Sri Lanka	EPID - Epidemiology Unit (MoH)	<a href="http://www.epid.gov.lk/web/index.php?lang=en">http://www.epid.gov.lk/web/index.php?lang=en</a>

**Remember**

## » Avoid contact:

- You are responsible for your own safety as well as your employees and guests.
- Clear communication is crucial. Make sure your guests know and follow the rules.
- Maintain a safe social distance of 1.5m from other people.

## » Avoid exposure:

- You cannot tell if someone has COVID-19 so strict hygiene procedures must always be followed by all staff and guests.
- If you feel unwell, do not go to work. Stay home and avoid spreading the illness.
- If someone is unwell at work, ask them to isolate while medical advice is obtained. Follow the instructions in Section 9: Emergency Response.

## » Implement controls:

- You may need to change the way you do certain things to ensure safety in your establishment.
- You should set up a RRT and MT for your accommodation establishment.
- Your guests should feel safe but try also to retain the essence of hospitality.

# Section 2:

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## Hygiene and COVID-19



General preventative measures that people and businesses need to take in response to COVID-19, covering personal hygiene, PPE and cleaning procedures.

## Hygiene and COVID-19

This section introduces and explores what good hygiene practices mean for a hospitality business. This includes how people can protect themselves from exposure to COVID-19 through good personal hygiene, wearing appropriate personal protective equipment (PPE) and adopting social distancing measures. We will also look at how accommodation providers must adapt their operations in order to safely reopen, and the general preventative measures that should be implemented in order to operate safely.

There is no known cure for COVID-19 and a vaccine may be 12-18 months away. We will have to live with this infectious disease for some time. The best way to prevent COVID-19 from spreading is by implementing and following good hygiene practices.

We also look at examples of how accommodation providers may need to change their operations to adapt to the new hygiene and safety requirements.



### Can you answer these questions?

How do good personal hygiene practices prevent the spread of COVID-19?

- » What steps should everyone take to protect themselves from the virus?
- » What is PPE?
- » Why wear PPE?
- » What is the correct way to wear a mask?
- » What is the difference between cleaning and sanitising?
- » How do cleaning practices need to change?

### In this section we will:

- » Outline the important personal hygiene steps that need to be taken for the safety of staff, guests and stakeholders.
- » Explain what PPE is and why it is important to stop the spread of COVID-19.
- » Detail the cleaning procedures that must be followed to operate.
- » Develop awareness of the changes that need to be implemented to adapt hospitality operations under COVID-19.

**Key Points to Note:**

- » COVID-19 means wearing a face mask and other personal protective equipment.
- » COVID-19 means cleaning more frequently and thoroughly.
- » COVID-19 means paying more attention to high touch surfaces and areas.
- » COVID-19 means training and educating staff on the ways operations and duties need to change.

**Hygiene and COVID-19**

The COVID-19 virus can be transmitted from person to person and by touching COVID-19 contaminated surfaces.

As well as spreading the virus by airborne contact, such as an infected person coughing near you, an infected person can also leave infected droplets on surfaces such as desks, tables and telephones. An uninfected person can contract the virus from touching these surfaces and then touching their eyes, nose or mouth.

Some outbreaks of COVID-19 are thought to have been spread through the air and through air-conditioning systems. Experts do not currently agree how important this is, but as general guidance maintaining good air ventilation is desirable in all settings,

**Example**

Ramesh is infected with COVID-19 and he coughs in his hand before pressing the elevator button to his room floor. He leaves contaminated particles on the button. Shortly after, Nabeeha enters the lift and presses the same lift button. She picks up infected particles. Nabeeha then rubs her eye and the virus is able to pass into her system. She becomes infected with COVID-19.

Adapting your cleaning practices and using the right equipment is an effective way to minimise risks and maintain the highest hygiene standards.

Method of COVID-19 transmission	Prevention methods
From person to person when someone breathes in droplets coughed or exhaled by an infected person.	Maintain a social distance of minimum 1.5 meters.  Wear masks to prevent the spread of disease to others.
By touching surfaces that have droplets of infected fluid on them, then touching eyes, nose or mouth before cleaning hands.	Clean regularly with a disinfectant solution. Avoid touching your eyes, nose and mouth.

## What is good personal hygiene?

It is important to maintain high levels of personal hygiene at all times. Everyone should follow these basic hygiene practices:

<p><b>1.</b> Wash your hands often with soap for at least 20 seconds. Antibacterial soap is not required for COVID-19.</p>	
<p><b>2.</b> Sneeze and cough into tissues or your elbow, not your hands! Cover nose and mouth with tissue when sneezing. Dispose of used tissues in closed bins immediately and wash hands.</p>	
<p><b>3.</b> Avoid touching your eyes, nose and mouth with unwashed hands.</p>	
<p><b>4.</b> Use hand sanitiser regularly and when water and soap is unavailable.</p>	
<p><b>5.</b> Avoid close contact with someone who is sick.</p>	
<p><b>6.</b> Clean and disinfect frequently touched objects and surfaces regularly.</p>	
<p><b>7.</b> Maintain a social distance of 1.5m away from others at all times.</p>	
<p><b>8.</b> Stay home if you become ill and prevent the spread of illness.</p>	
<p><b>9.</b> Do not share food, drinks or cigarettes.</p>	

### When and how to wash hands

Hands are one of the most common ways COVID-19 and other viruses spread from one person to another. One of the most important ways to stop the spread of a virus is to wash hands frequently with soap and water. This kills the virus. It is also cheap and easy to do.

### How often should I wash my hands?

In the context of COVID-19 prevention, you should wash your hands at the following times:

- » After blowing your nose, coughing or sneezing
- » After visiting a public space, including public transportation, markets and places of worship
- » After touching surfaces outside of the home, including money
- » Before, during and after caring for a sick person
- » Before and after eating

In general, you should always wash your hands at the following times:

- » After using the toilet
- » Before and after eating
- » After handling garbage
- » After touching animals and pets
- » After changing babies' diapers or helping children use the toilet
- » When your hands are visibly dirty

### How do I wash my hands properly?

Use soap and water and wash hands for at least 20 seconds. If hand washing is not possible, use a hand sanitiser (with minimum 60% alcohol) and rub it into your hands for 20 seconds for full coverage.

# How to Handwash

Handwashing should take you about 20 to 40 seconds



01  
Wet your hands with water



02  
Apply enough soap to cover your entire hand



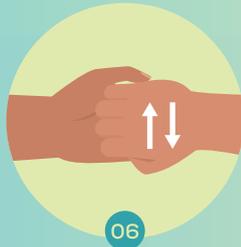
03  
Rub your hands together, palm to palm



04  
Rub your palms over the backs of your hands



05  
Scrub between your fingers



06  
Rub the backs of your fingers on opposite palm



07  
Place your fist over your thumb and twist



08  
Clean your fingernails and fingertips



09  
Rinse your hands with water until all the soap has washed away



10  
Dry your hands completely



11  
Use the towel to close the tap



12  
Your hands are clean

## How to encourage good hygiene at work

There are many ways to encourage good hygiene and safe practices among staff and guests and to help people remember to follow them. For example:

- » Post signs to encourage hand hygiene among all staff and guests.
- » Post signs to promote social distancing among all staff and guests.
- » Encourage staff to avoid touching personal items of guests. For example luggage and shopping.
- » Install physical barriers in high risk areas, such as reception desks.
- » Install markers on the floor (1.5m apart) to support social distancing where people may gather, such as reception and outside lifts.
- » Where possible, provide guests with single-use personal items, or ensure that all sets are cleaned before being used by another guest (e.g. salt, sugar, shampoo). Consider limiting the quantities given at one time to minimise waste.
- » Staff should wash before work and wear fresh, clean uniforms each day/shift. They should only be worn on the job and not outside the premises.



Coronavirus  
(COVID-19)

# GOOD HYGIENE IS IN YOUR HANDS.

Wash your hands thoroughly with soap and water for at least 20 seconds to prevent passing on germs. Dry your hands.

**TOGETHER WE CAN HELP STOP  
THE SPREAD AND STAY HEALTHY.**

For more information about **Coronavirus  
(COVID-19)** visit **health.gov.au**



Australian Government

Authorised by the Australian Government, Canberra

## Hand sanitiser

Hand sanitiser should be used regularly, particularly if hand washing with soap and water is not possible. Hand sanitiser should be a minimum 60% alcohol.

Place hand sanitiser dispensers in prominent places around the workplace, including at the entrances to the premises, entrances and exits to shared facilities such as the restaurant, elevators, spa, gym, staff cafeteria, staff accommodation, kitchen. Ensure dispensers are regularly refilled. Guests using restaurants should be asked to wash their hands or clean them using sanitizer before dining.

Place hand sanitiser dispensers at heights accessible by people with disabilities. Use foot-pedal operated dispensers, but also consider that some people may not be able to use these. If possible, use sensor activated hand sanitisers.

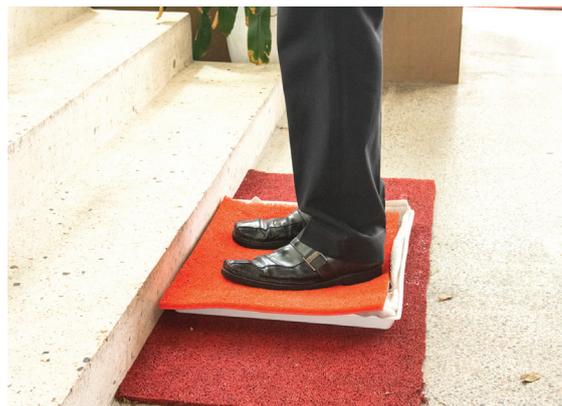


## Footwear disinfectant

It is possible for harmful particles to be carried on footwear. Disinfecting footwear is an effective way of reducing this risk. It is important to do this at the entrance to your premises, to limit the risk of cross contamination and ensure a clean environment.

Everyone who comes into the premises should disinfect their footwear. This includes staff, guests, suppliers and visitors.

Install footwear disinfectant stations at the entrances to the premises. It is also recommended to have them outside the kitchen and stewarding area, outside staff accommodation and outside driver accommodation.



## Personal Protective Equipment (PPE)

Correct use of PPE is crucial to stop the spread of COVID-19. This section explains why PPE is important, and how to use it correctly.

### What is PPE?

Personal Protective Equipment (PPE) is protective garments and equipment designed to protect the wearer from injury or infection.

Recommended PPE includes face masks and gloves.



Additional role-specific PPE includes:

- » Eye protection
- » Respirators (N95 standard or equivalent)
- » Gowns
- » Aprons
- » Boots or closed-toe work shoes

### Why wear PPE?

COVID-19 primarily spreads between people through close contact and droplets. PPE acts as a barrier between a person's skin, mouth, nose or eyes, and viral bacterial infections. When used properly, it minimises the spread of infections from one person to another. Appropriate PPE must be worn at all times while in the workplace, when in crowded places and when using public transport

### Do guests need to wear PPE?

Guests are expected to wear face masks while around other people and in public or shared spaces. For example, when entering the restaurant or dining area guests should wear face masks, these can be removed once they are seated and consuming food or drink. Guests are not required to wear gloves or other PPE, although some guests may choose to do so.

Regular hand washing and use of hand sanitiser is important for everyone: guests, staff, suppliers and the general public.

### How to wear PPE properly



Cloth face masks are meant to protect others in case the person wearing the mask is infected but does not have symptoms. They may keep the wearer from spreading the virus to others.

They are especially important to wear when it is difficult to maintain a safe social distance from others and are most effective when everyone is wearing them.

Cloth face masks should not be used on a) babies and children under 2 years old, b) anyone who has trouble breathing or is unconscious, c) anyone who is incapacitated or otherwise unable to remove the cloth face covering without assistance.

How to wear a face mask:

## HOW TO WEAR A NON-MEDICAL FABRIC MASK SAFELY

[who.int/epi-win](http://who.int/epi-win)

# Do's →



Clean your hands before touching the mask



Inspect the mask for damage or if dirty



Adjust the mask to your face without leaving gaps on the sides



Cover your mouth, nose, and chin



Avoid touching the mask



Clean your hands before removing the mask



Remove the mask by the straps behind the ears or head



Pull the mask away from your face



Store the mask in a clean plastic, resealable bag if it is not dirty or wet and you plan to re-use it



Remove the mask by the straps when taking it out of the bag



Wash the mask in soap or detergent, preferably with hot water, at least once a day



Clean your hands after removing the mask

# Don'ts →



Do not use a mask that looks damaged



Do not wear a loose mask



Do not wear the mask under the nose



Do not remove the mask where there are people within 1 metre



Do not use a mask that is difficult to breathe through



Do not wear a dirty or wet mask



Do not share your mask with others

**A fabric mask can protect others around you. To protect yourself and prevent the spread of COVID-19, remember to keep at least 1 metre distance from others, clean your hands frequently and thoroughly, and avoid touching your face and mask.**



**World Health Organization**

**Don't forget:**

- » The face mask should cover both the mouth and nose.
- » Do not put the covering around your neck or up onto your forehead.

## Gloves



Wearing gloves is not necessary most of the time. COVID-19 can still be spread by people wearing gloves who touch one surface and then another. Wearing gloves may also give the wearer a false sense of protection leading them to ignore more effective prevention measures. The best prevention is to properly and frequently wash hands with soap for at least 20 seconds and/or use a hand sanitiser.

Current MoH advice is that wearing gloves is of limited use outside of a health care setting however, there are certain times when gloves are required. These include cleaning, sanitising luggage, handling soiled laundry and serving food.

When to Wear Gloves	Type of Gloves
Cleaning	Heavy duty or latex gloves
Handling soiled linen	Heavy duty or latex gloves
Handling/serving ready to eat food	Gloves made from a food-safe material.
Counters handling cash/cards	Latex gloves
Handling deliveries	Heavy duty or latex gloves
Caring for sick person	Latex gloves

When wearing gloves, it is important to remove them safely to limit the risk of possible harmful particles on the gloves being spread. Gloves should be changed when tasks are complete (such as after cleaning a room, or handling a delivery) and any time if contamination is suspected.

### Useful resources:

For COVID-19 resources, such as the above hand washing, face mask and glove usage posters see Appendix L

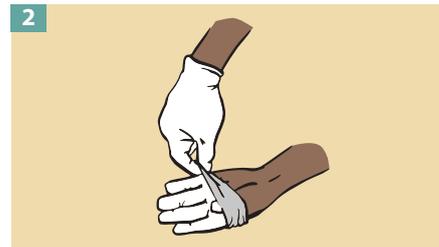
## How to safely remove gloves

# How to Remove Gloves

To protect yourself, use the following steps to take off gloves



1 Grasp the outside of one glove at the wrist.  
Do not touch your bare skin.



2 Peel the glove away from your body,  
pulling it inside out.



3 Hold the glove you just removed in  
your gloved hand.



4 Peel off the second glove by putting your fingers  
inside the glove at the top of your wrist.



5 Turn the second glove inside out while pulling  
it away from your body, leaving the first glove  
inside the second.



6 Dispose of the gloves safely. Do not reuse the gloves.



7 Clean your hands immediately after removing gloves.

## Cleaning under COVID-19 icon of cleaning products

COVID-19 means cleanliness is more important than ever. Thorough cleaning and sanitising of guest rooms, common areas, back of house and staff areas is essential to protect guests and staff from COVID-19.

It is essential to both clean and sanitise. Cleaning removes dirt and some germs, but it does not kill them. To kill germs you must sanitise with disinfectant. sanitising is now an essential part of all cleaning routines.

### What is sanitising?

Cleaning and sanitising are not the same:

- ❖ Cleaning removes dirt and debris from a surface. For example using a hot soapy cloth to wipe down a table. Cleaning is important for hygiene and wellbeing of guests, but it is not sufficient to prevent the spread of COVID-19.
- ❖ Sanitising with a disinfectant product is using chemicals to remove germs from a surface and kill them. This minimises the risk of the virus spreading.

### Prepare for safer cleaning:

1. **Gather the right products** suited to different surfaces.
  2. **Check the safety guidelines** on products. Make sure staff know how to use them properly, especially if new products / brands are introduced.
  3. **Gather the right equipment.** Ensure sufficient supply. Cloths, dusters and wipes need replacing regularly during shifts, and at the end of every day.
  4. **Train staff on cleaning and sanitising procedures**, including for high touch surfaces and linen and laundry handling.
  5. **Train staff on wearing protective equipment** for cleaning, such as gloves, gowns / aprons and face masks/screens.
  6. **Create checklists** for cleaning staff to follow with room by room specifics.
-

## Safer cleaning procedure

Follow the below steps to clean and sanitise any area:

Step	Action	Procedure
1	Protect	<p>Wash hands thoroughly for 20 seconds with soap and water.</p> <p>Wear a face mask, gloves and other PPE. Do not enter a space without the right protective gear.</p> <p>Avoid touching your face, nose or mouth while cleaning.</p>
2	Ventilate	Open windows and doors (where possible) before commencing cleaning.
3	Dust	Dust the space and clean or vacuum the floor.
4	Clean	<p>Wipe dirt and debris off hard surfaces using soap and water and/or cleaning products.</p> <p>Clean soft surfaces according to the manufacturer's instructions.</p> <p>Do not reuse soiled gear.</p>
5	Sanitise	<p>Apply chemical disinfectant according to the product's instructions.</p> <p>Pay special attention to high touch items such as handles, remotes and switches.</p>
6	Air Dry	Where possible, allow the disinfectant to air dry for efficacy.
7	Check	Double check all surfaces have been cleaned and sanitised. Refer to a cleaning checklist (if applicable).
8	Dispose	<p>Throw away used disposable products into closed bins.</p> <p>Clean reusable products and tools.</p>
9	Sanitise	<p>Empty the vacuum cleaner after every room.</p> <p>Sanitise all cleaning tools after each use.</p>
10	Protect	<p>Remove personal PPE and dispose of into closed bins, or place into closed bins for washing if reusable.</p> <p>Wash hands thoroughly for 20 seconds with soap and water</p>

**When cleaning and sanitising:**

- » Use clean cloths, paper towels or wipes to clean and disinfect surfaces. Put solutions into clean buckets for use.
- » Re-dipping cloths increases the risk of contamination, therefore use a fresh cloth rather than re-dipping the same cloth. This may require more cloths than normal.
- » Immediately discard paper towels and disposable wipes after use.
- » Minimise the use of spray bottles or pressurised sprays that may send virus particles airborne.

**What is a 'high touch' surface?**

High touch surfaces are things that are handled frequently, or by multiple people. High touch areas are visited often by multiple people. These areas and surfaces need special attention when cleaning and sanitising as there is an increased risk of virus particles coming into contact with them which could be passed on to other people.



Examples of high touch surfaces:

- » Door handles
- » Light switches
- » Elevator buttons
- » Handrails
- » TV remote control
- » Air conditioning remote
- » Pens
- » Menus
- » Keys and room cards
- » Locks
- » Serving utensils
- » Taps
- » Point of sale devices
- » Work stations
- » Telephones

## Adapting cleaning practices for COVID-19

As well as needing to sanitise surfaces, COVID-19 also means cleaning more frequently. The table below details the general instructions that should be followed in addition to normal cleaning practices.

Area	Instructions
<b>Indoor areas</b> including: <ul style="list-style-type: none"> <li>» Entrances</li> <li>» Lobbies</li> <li>» Corridors and staircases</li> <li>» Escalators</li> <li>» Elevators</li> <li>» Security guard booths</li> <li>» Office rooms</li> <li>» Cafeterias</li> </ul>	Disinfect with a recommended disinfectant several times a day.  Keep doors and windows open as much as possible to facilitate ventilation.  Keep visible free of any spills, dust or debris.  Clean and disinfect at the end of every day/shift.
<b>Washrooms</b>	Clean and sanitise at least three times per day.
<b>Floors, office equipment and furniture</b>	Clean and disinfect at least twice a day (or after every shift if applicable).
<b>Door knobs and handles</b>	Clean and disinfect before every shift and every three hours.
<b>High touch surfaces</b> in common areas	Clean and disinfect at least four times a day
<b>Restaurant / bar</b>	Clean and disinfect tables and chairs after use and before allowing another guest to use.

Different surfaces should be cleaned and sanitised with the appropriate products.

Surface	Instructions
<b>Metal surfaces</b> including door handles, security locks, keys.	First clean then sanitise with a minimum 70% ethyl alcohol disinfectant.  Leave doors open where possible to remove the need to touch door handles.

Surface	Instructions
<b>Non-metal surfaces</b> including tables, counters, chairs.	First clean then sanitise with a 0.1% sodium hypochlorite solution.
<b>Linen</b> and other fabrics	<p>Keep soiled linen away from clean linen</p> <p>Wash at the highest temperature recommended by the manufacturer.</p> <p>Cover and store clean linen packaged for use.</p>
Items that are difficult to clean and disinfect, such as toys, sculptures, ornaments	Remove these from use or display.



### Don't forget:

- » COVID-19 means cleaning more frequently.
- » Dusters and wiping cloths should be replaced fresh at least three times per shift.
- » Increase supplies of cleaning products and equipment accordingly, including soap, hand sanitiser (at least 60% alcohol), paper towels, tissues, disinfectant wipes, cloths and no-touch/foot pedal operated rubbish bins.

## Adapting Hospitality Operations



Hospitality operations need to adapt to the 'new normal' under COVID-19. The changes that are required to operate safely and hygienically will have an impact on staff and guests. Take time to a) consider what the impacts may be in different areas of operations, b) develop a clear plan on how to adapt your operations to follow the guidelines and c) educate staff on what is changing and why.

Refer to Appendix A for a checklist of measures you can take to keep staff and guests safe and limit the spread of COVID-19.

Below are examples of common practices in hotels, guesthouses and homestays before COVID-19 and how these operations need to change to operate now.

Note: The guidelines that affect different areas of operations will be dealt with in detail in this manual including Section 3: Guest Safety, Section 4: Guest Areas, Section 5: Working with Staff and Section 6: Back of House.



Expectation before COVID-19	New process for operating under COVID-19	Reason for the change
The lobby is a welcoming space for guests to gather and meet each other.	<p>The lobby can still be welcoming! However, social distancing needs to be implemented.</p> <p>Seating areas should be separated to keep 1.5m space between guests. This may involve removing some of the normal furniture from use.</p>	To maintain social distancing
Guests meet with visitors in the lobby.	Visitors should not be encouraged.	To safeguard from potential contamination.
Guests can come and go from the property as they please during their stay.	<p>Guests must undergo decontamination procedures every time they arrive at the property, even if they only went out for a short while.</p> <p>This includes a temperature and respiratory symptom check, washing hands, footwear and baggage sanitisation.</p>	To limit risk of cross contamination and to comply with local regulations
Restaurant tables are fully set before the meal service begins.	<p>Tables should not be set with crockery or cutlery until guests are seated. Clean cutlery will be brought to the guests by staff wearing gloves once seated.</p> <p>Unnecessary decorative items are removed from tables. Shared items like salt and pepper shakers are replaced with single serving packets on request.</p>	To limit risk of exposure and to maintain hygiene standards.
Menus are left on the bar and on tables for guests to review	It is recommended to switch to digital menus, for example scanning a QR code on the table, or to use blackboards or signs that are brought to the table for guests to view.	To minimise contamination

Expectation before COVID-19	New process for operating under COVID-19	Reason for the change
In-room dining is set up by staff in the room.	Covered dishes are left outside the door. Staff do not enter the room to set up or clear room service.	To maintain social distancing and reduce the risk of cross contamination.
Staff gather together during break times and meals.	Staff must maintain 1.5m social distancing, even during their off duty time.	To maintain social distancing and reduce the risk of cross contamination.

## Frequently Asked Questions

### I don't interact with hotel guests. Do I need to wear a mask?

Yes, masks should be worn in the workplace whether you interact with guests or not. This is to protect everyone in the environment, including fellow staff, suppliers and other people you come into contact with. Masks should also be worn when outside the premises and when using public transport. Masks protect the wearer from infection and prevent infected people (with or without symptoms) passing the infection to others.

### How often do I need to change my PPE?

Medical masks should be changed every four to six hours. For reusable masks, follow the product instructions, but in general reusable masks should be frequently washed. All PPE should be changed when switching tasks, for example when cleaning rooms, gloves should be disposed of after completing a room, and a fresh pair worn when entering the next room.

### How do I clean reusable PPE?

As recommended by MoH:

- 🔗 Reusable face masks: follow product instructions
- 🔗 Eye goggles: soap and water/Teepol solution and Ethyl 70% alcohol
- 🔗 Boots: Hypochlorite at 0.5%

### Are there other high touch surfaces?

Yes, the list above only includes common examples. Consider your own establishment: which areas, surfaces and items do multiple people interact with? These are the high touch surfaces that need extra attention in your business.

## These cleaning practices look like a lot more work for housekeeping staff. How do we adapt?

It is very important to follow these steps to minimise the risk of COVID-19 spreading. This protects your staff and guests. Train your staff well and the additional steps such as sanitising surfaces will quickly become a part of the normal routine. You should allow more time for cleaning tasks to be completed and if necessary, train additional staff. You will also need more supplies than usual, prepare for this and ensure you have enough cleaning products and equipment.



### Remember:

#### » Avoid contact:

- Maintain a 1.5m social distance from others to reduce the risk of contracting the virus.
- Always practice good personal hygiene, including washing hands with soap for 20 seconds.
- Do not share food or drink items with other staff or guests.

#### » Avoid exposure:

- Wearing a face mask protects those around you from germs you may have.
- Correct PPE must be worn for the duties undertaken. Do not begin a task without first putting on the necessary PPE.
- Staff should be trained on how to correctly wear PPE, wash hands and use cleaning and sanitising products.

#### » Implement controls:

- Ensure staff are compliant with all the hygiene and PPE guidelines.
- Provide checklists for hygiene and cleaning practices, to help staff ensure they are taking all the necessary steps.
- Develop a schedule for increased routine cleaning and disinfection. Have staff complete a record sheet with the cleaning time and staff name for high risk areas like common washrooms.

# Section 3:

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## Guest Safety



How COVID-19 impacts guests, how accommodation providers can communicate effectively with guests and measures that should be taken for guest safety.

## Guest Safety

This section covers the general measures accommodation providers should take for guest safety in front of house (FOH) areas including reorganising spaces to facilitate social distancing.

FOH covers the areas guests have access to during their stay. This includes:

- » The entrance/exit
- » Changing rooms
- » The lobby
- » Lounge/sitting areas
- » The elevator
- » The spa
- » The restaurant and bar
- » Guest bedrooms and personal terraces
- » The pool area

Managing safety in the front of house is extremely important. These areas tend to be high contact and high exposure and therefore have increased risk levels for COVID-19. In the next section, Section 4: Guest Areas, detailed guidelines are given for each of the FOH areas.

It's likely that some smaller establishments, like homestays, will not have front of house areas as described above. They will have common areas, both inside and outside that guests can use. The information in this section applies equally to hotels, guesthouses and homestays.

It is important to consider what guests expect when coming on holiday during the COVID-19 outbreak and how their expectations may have changed as a result of the pandemic. This section will also cover the importance of clear communication with guests, before, during and after their stay.

By communicating clearly, accommodation providers can help guests to feel safe and reassured. Many travellers also prefer to stay in lodging where they are confident about the COVID-19 safety procedures, so adopting and communicating good measures is likely to increase your bookings.

### Can you answer these questions?

- » How do I communicate the guidelines to guests before and during their stay?
  - » How do I encourage guests to follow the regulations?
  - » Why might a guest not want to comply and how do I handle such situations?
  - » What possible gaps between guest expectations and the reality of operating under COVID-19 should I be conscious of?
  - » How do I get feedback on how guests feel about the new rules?
  - » How do I reorganise the spaces in my establishment to ensure safety?
-

**In this section, we will:**

- » Show how clear communication with guests before and during their stay is crucial for guest satisfaction and successful operations.
- » Discover how to understand COVID-19 risks and assess risk levels.
- » Examine how accommodation providers can bridge the gap between guest expectations and the reality of operating under COVID-19.
- » Discuss how to deal with potentially difficult situations that might arise.
- » Detail how to reorganise spaces to make social distancing easy for guests.

**Key points to note:**

- » All guests are expected to follow the guidelines. Accommodation providers have the right to ask guests to leave if they refuse.
- » Simple changes can encourage guests to follow the guidelines.
- » Good communication is crucial. Communicate early so guests know what to expect. Communicate clearly to avoid misunderstandings or difficult situations.
- » Many spaces in your establishment may need reorganising for COVID-19 safety.

## Understanding Risk



Many areas of the front of house are high risk for COVID-19. The risk of exposure to COVID-19 depends upon the chance of people coming into close or frequent contact with a) other people who may be infected, and b) contaminated surfaces and objects.

In accommodation establishments there are many areas where multiple people can come into contact with each other, and with the same surfaces and objects. Increased contact means increased risk.



Some areas are high risk because of **increased exposure**, such as:

- » Restaurants, where people need to remove masks and eat in close proximity
- » Reception desks, where people stand face to face and talk

Some areas are high risk because of **increased contact**, such as:

- » Elevators (multiple people touch the lift buttons)
- » Common washrooms (used by multiple people)
- » Lobby seating areas (used by multiple people)
- » Self-service tea, coffee and water stations (used by multiple people)

## How to assess risk levels in a hotel / guesthouse / homestay



Each accommodation establishment should assess the risk levels for all areas of their premises.

When assessing which areas of the business are high/medium/low risk, consider the following questions:

- » Is the area used by guests and staff?
- » Do different guests use the area at the same time?
- » Is there space for safe social distancing to be maintained?
- » How likely are people to touch or interact with surfaces and objects in the area?
- » Which areas get overcrowded at times?

## How can risk be controlled?

The table below shows main hazards and steps accommodation providers can take to remove, minimise or control each risk.

What is the main hazard?	How can it be controlled?
<p><b>Congestion:</b> in tight spaces and high traffic areas.</p> 	<p><b>Install floor markers a safe distance apart</b> e.g. at the hotel entrance, outside lifts and other spots where guests queue.</p> <p><b>Set up one way flows using directional markers</b> to control the movement of people. For example one restaurant door is designated 'entry', one 'exit'. In buildings with two staircases, one is 'up' the other 'down'. This removes the need for people to cross each other.</p> <p>Limit the number of people using lifts to allow for social distancing requirements.</p>

What is the main hazard?	How can it be controlled?
<p><b>Exposure</b>, through close contact face to face with other people.</p> 	<p><b>Minimise face to face exposure.</b></p> <p>Space out groups of diners and increase the physical distance between restaurant tables to at least 1.5m. Avoid having people seated directly opposite where possible. Dining is one of the most high risk activities since face masks are removed.</p> <p>Where face to face exposure can't be avoided, such as at the reception desk, ensure staff wear face masks, <b>install sneeze guards / plastic screens</b> to separate staff and guests.</p>
<p><b>Exposure</b>, through contact with surfaces or objects.</p> 	<p><b>Establish a cleaning schedule</b> for each FOH area. High touch items and high risk areas should be sanitised multiple times a day.</p> <p><b>Train staff</b> thoroughly on the COVID-19 cleaning requirements.</p> <p><b>Remove objects</b> from FOH areas that cannot be easily cleaned and sanitised, such as sculptures on tables.</p> <p><b>Keep guest rooms vacant for 24-48 hours</b> between guests where possible.</p>
<p>Guests in <b>close physical proximity</b> to each other.</p> 	<p><b>Make physical changes</b> to your establishment so it is easy for guests to maintain a safe distance.</p> <p><b>Space out tables and chairs to allow a minimum of 1.5m distance between them, when diners are comfortably seated.</b> Remove excess furniture. Install signage showing where to sit (or not sit).</p> <p><b>Restrict numbers using common facilities, such as gym and pool, and encourage pre-booking</b> of common facilities.</p> <p><b>Restrict numbers dining in a restaurant at any one time, and encourage reservations</b> for dining, so that the restaurant can prepare suitably spaced out tables.</p> <p><b>Limit how many guests can use shared facilities</b> at one time to a safe number.</p> <p><b>Use dividers to segregate spaces</b>, such as perspex on tables</p> <p><b>Use floor markers</b> to ensure guests stand a minimum of 1.5m apart.</p>



### Don't forget:

- » Each accommodation establishment should assess the risk levels for all areas of their premises.
- » High risk areas are those with increased exposure or increased contact.
- » Many areas in a hotel, guesthouse or homestay are at high risk for COVID-19.

## What is Expected of Guests?



Guests are expected to follow the guidelines set out and to maintain good personal hygiene. It is important to clearly communicate with guests before they arrive, so they are fully informed of the situation in Sri Lanka and what will be expected of them.

Guest's should follow the below steps:

### Hygiene:

- » Wash hands often with soap for at least 20 seconds. icon of wash hands
- » Use hand sanitiser regularly, and when soap and water is not available.
- » Maintain a safe social distance of 1.5m away from other guests and staff.
- » Inform reception via telephone immediately if they feel unwell and cooperate with the RRT and the arranged tele-screening and the decisions taken by the medical professional doing the screening (cooperate with being placed in isolation and/or other decisions taken by management and medical professionals).
- » Wear face masks when outside in public and when arriving at the premises.



### On arrival:

- » Allow themselves to be checked for temperature and respiratory symptoms when entering the premises. Use hand sanitiser and disinfect footwear before entering.
- » Sign the self-declaration form provided at the entrance.
- » Allow their luggage to be disinfected at the entrance.
- » Support the record keeping process by providing accurate and detailed information for contact tracing purposes.

**During their stay:**

- » Respect and adhere to the social distancing measures.
- » Respect the rules of the establishment and abide by them. Wear face masks when in public areas of the premises.
- » Not invite visitors to the premises unless allowed by the management.
- » Allow themselves to be checked each time they return to the premises. Use hand sanitiser and disinfect footwear before entering.
- » Make reservations for dining and other facilities, such as the gym.
- » Respect the rules limiting the number of people who can use facilities, such as the pool, elevators and seating areas at any time.

**During their stay:**

- » Use approved tour operators, drivers and accommodation providers.
- » Visit sites and attractions that are certified as 'Safe and Secure'.
- » Avoid parties and large gatherings of people.
- » Avoid stop offs and visits to sites, shops and eateries that are uncertified or not following the guidelines.

## What is Expected of Staff Interacting with Guests



For the safety of guests and other staff, staff are expected to follow these guidelines in their interactions with guests. This is in addition to maintaining good personal hygiene at all times.

- » Use "Ayubowan" to greet guests and other staff at all times. Refrain from hugs, handshakes, and physical contact with guests.
- » Maintain a safe 1.5m social distance from guests.
- » Avoid carrying or playing with children at all times.
- » Avoid touching guests' personal belongings, such as bags or shopping.
- » Familiarise themselves with the guidelines so they can answer any questions.

**Don't forget**

By nature most hospitality staff are friendly and want to interact closely with guests. COVID-19 means this is not allowed anymore. Social distancing prevents the spread of the virus and is very important. Remind staff regularly to keep their distance from guests and fellow staff. Practice role plays in team meetings to reinforce this.

## Managing Guest Expectations and the COVID-19 Reality

Most guests will comply with the measures put in place by their accommodation providers, and understand that these measures are for the safety of all those around them. However, there may be a gap in understanding or expectations that could lead to disappointment, or non-compliance.

### Example:

Carmen comes from Spain and wants to sit at the bar and chat with the bartender while her drink is made. She's disappointed that she has to sit at a table and have her drink brought to her. Carmen feels like this is less sociable. However, after the bar manager explains that only table service is allowed so they can keep a safe distance between guests and staff. Carmen now understands why the change is necessary.



Guests will come from different backgrounds and may be used to different COVID-19 rules in their home countries. Accommodation providers should train staff to explain the procedures to guests, and to answer questions on them. If guests understand the reasons for the requirements, they are more likely to follow them.

### Example:

John comes from a country where it is not necessary to wear face masks. He does not want to wear his face mask when walking around his Sri Lankan hotel, because he is not used to this requirement. This makes other guests uncomfortable. After the front office manager explains to John that masks in public areas are recommended in Sri Lanka to protect all guests and staff. John agrees to wear one.



Clear communication is needed to bridge the gap between what a guest expects from their accommodation provider.

Accommodation providers should:

- ④ Consider how the changes in your establishment will alter the guest experience.
- ④ Make sure staff understand the reasons for the changes and train them to communicate these reasons to guests.
- ④ Pre-arrival, provide guests with information on any significant changes that may affect their guest experience.
- ④ Section 4: Guest Areas includes tables showing how guest expectations of an area may differ from the new reality, and the reason for the change.

## Communicating with Guests



### Throughout the guest journey

Guests should be made aware of rules they will need to follow and the measures in place for their safety throughout their guest journey, from booking to check out.

There should be multiple points where guests are reminded of the information and guidelines they should follow. Follow the below steps for clear communication throughout the guest journey:

#### Before reopening:

What you need to communicate	Why
Update website regarding the safety measures in place	To publicise the measures you are taking and inform potential guests.
Liaise with tour operators and booking services (Booking.com, Airbnb, Agoda etc.). Ensure safety information is updated in your listings.	To publicise the measures you are taking and inform potential guests.
Install posters to remind guests of hygiene and social distancing measures in FOH areas and bedrooms.	To communicate clearly and minimise non-compliance.
Brief staff on the safety measures in place and prepare them to answer questions from guests.	To empower staff to implement the guidelines.

#### Before guest arrival:

What you need to communicate to guests	Why
Send guests a detailed explanation of measures in place via email (or provide to the respective tour operators).  Include the steps guests will need to go through at check-in (e.g. temperature checks and luggage sanitisation) and during their stay (social distancing, wearing masks etc.).  See Appendix B for an example email script to send to guests.	To reassure guests that appropriate safety measures are being taken.  To educate guests on what will be expected of them and to prevent misunderstandings or disappointment.
Communicate to guests that making a booking at your establishment means agreeing to follow the regulations.	To minimise any misunderstandings or compliance issues.

**At check in:**

What you need to communicate to guests	Why
<p>Inform guests that the below are prerequisites for entry to the premises</p> <ul style="list-style-type: none"> <li>» temperature check</li> <li>» respiratory symptom check</li> <li>» washing hands</li> <li>» footwear disinfection</li> <li>» luggage sanitisation</li> </ul>	<p>To identify at risk guests and protect the safety of all guests and staff.</p> <p>To limit cross contamination.</p>
<p>Inform guests that these steps will be completed every time they return to the premises from outside.</p>	<p>To limit cross contamination.</p>
<p>Request that guests to complete the self-declaration form and provide their full information. See Appendix D for an example self-declaration form.</p>	<p>To comply with local regulations and for contact tracing purposes should someone become unwell.</p>

**During stay:**

What you need to communicate to guests	Why
<p>Social distancing should be maintained when inside the premises.</p>	<p>To maintain social distancing and minimise cross exposure.</p>
<p>Temperature and respiratory checks will be conducted every time guests return to the premises from outside. They may also be conducted before guests use some shared facilities.</p>	<p>To identify at risk guests and protect the safety of all guests and staff.</p>
<p>Records will be kept of their usage of the shared facilities including times of use and seating plans (for restaurant / bar areas). These will be shared with the authorities if required for contact tracing.</p>	<p>For contact tracing purposes in case someone becomes unwell.</p>

**At checkout:**

What you need to communicate to guests	Why
<p>Ask for the details of their next destination and record their departure time and mode of transport.</p>	<p>For contact tracing purposes.</p>
<p>Request guests complete a feedback form before leaving the premises to provide feedback on their experiences during the COVID-19 period.</p>	<p>To understand the impact the regulations may have on guests and identify areas for improvement.</p>

See Appendix C for the above communication guides in a checklist form that you can use before, during and after a guest's stay.

## Adapt behaviours

Be aware that some guests may need assistance in understanding the COVID-19 guidelines. It is possible some guests with disabilities may find it more challenging to follow the regulations. For example, a person with visual disabilities may struggle to maintain a safe social distance from others. Consider how your staff can adapt to help all guests.

### Example:

Hwee Leng has a physical disability but can get around independently in her wheelchair. She understands the risks of COVID-19 and wants to abide by the health and safety procedures at the accommodation establishment but can't reach the hand sanitiser dispensers provided. A member of staff noticed this, informed her manager and they have now installed hand sanitiser dispensers at heights accessible by people with disabilities.



### Example:

Pierre is visually impaired and is travelling with his girlfriend. He wants to be independent but often needs help getting around. With the new COVID-19 procedures he is finding things more difficult. Pierre doesn't know the layout of the hotel well and where to find sanitisers, tissues etc. so he often doesn't sanitise his hands. His girlfriend talks to the hotel manager who walks Pierre around the public areas and explains where each hygiene station is located.



Wearing a face mask will change the way people communicate. It is not easy to see if someone is smiling or frowning. This could lead to misunderstandings or unhappiness if guests feel they are not being communicated with well. To overcome this challenge, pay attention to tone of voice when talking to guests and use open body language. Use more gestures with open palms. Do not stand with arms crossed as this appears defensive.



## Encourage good behaviour

Small changes can be significant in getting guests to cooperate with the new regulations. Often these changes do not cost a lot of time or money.

For example:

- » Encourage guests to pre-book a place for dining at meal times. This will reduce the number of people gathering in the restaurant and aid social distancing. Reward guests who make reservations in advance with a free drink or snack.
- » Use a digital or emailed menus for F&B and spas to avoid possible contamination of physical menus. Menus can be accessed via guests scanning a QR code, or emailed to guests when they check in. Alternatively share your menu options on a large blackboard that doesn't need to be handled by guests.

## Guest feedback



In order to understand how guests feel about the new regulations and how they are applied in your establishment, it is important to obtain guest feedback. This is particularly important in the context of COVID-19. Feedback will help you understand how guests are relating to the new controls and if the business is meeting guest expectations.

Ask guests to complete a feedback form at checkout that includes questions on COVID-19 hygiene and safety along with the general guest experience. Refer to Appendix E for an example form.

A digital feedback form is recommended. You can use a feedback app, email survey, or have guests use a tablet from reception. There are many apps available to collect feedback, for example: Survey Monkey, Zonka Feedback, Google Forms, Review Pro.

If using a tablet, it must be sanitised before being re-used by another guest or staff member. If you use a paper form, the pen used to complete it should be placed in a 'used' pot and sanitised before being reused.

Example guest feedback questions:

- » How positive do you feel about the measures in place for COVID-19?
- » How safe did you feel with the COVID-19 measures in place?
- » Did the regulations affect the enjoyment of your stay, if at all?
- » How well did staff communicate well about the new regulations?
- » Were there any gaps in the safety measures you experienced?
- » Do you have any suggestions for improvement / adjustments?



## Dealing with non-compliant guests

It is possible some guests will not comply with the regulations, or behave difficultly when asked to comply. When people do not comply with COVID-19 regulations this creates an incident that needs to be reported to management.

### How to respond to non-compliant guests

In many cases, clear and confident communication of what is required of the guest and why, will resolve the compliance issue.

Be clear that:

- » The regulations are for the safety of the guest, other guests and staff.
- » The regulations apply the same for all guests.
- » The regulations are set by the Sri Lankan authorities and accommodation providers have no choice but to follow them.

Explain a) in what way the guest is non-compliant (e.g. not wearing a mask), b) what they need to do instead (e.g. wear a mask), and the specific reason for why (e.g. to protect others from possible contamination).

Tailor responses to non-compliant guests based on the situation. The table below shows some reasons guests may not comply, and how to respond.

Why is the guest not complying?	Explanation	How to address the situation
Lack of awareness or forgetfulness	While in a holiday mood guests may forget to follow some regulations, or they may not be aware of what they should do in a certain situation.	Prominently display notices/boards/posters to remind guests of the regulations.  Inform guests of regulations and how to follow them at every touch point.
Lack of understanding due to language issues	Guests speak many languages. They may not understand spoken or written instructions in languages other than their own.	If possible, communicate in the language of your guests.  Use posters, signs, and visual guides to communicate.

Misunderstanding what is required	If the instructions and guidelines you provide are not clear enough, there may be misunderstandings.	<p>Use clear language.</p> <p>Avoid abbreviations.</p> <p>Encourage guests to ask questions. Update your website with your COVID-19 information.</p> <p>Provide the regulations in multiple formats including signs/posters.</p>
Drunkenness	A guest may become uncooperative if drunk.	<p>Do not serve further alcoholic beverages to the guest.</p> <p>Clearly explain your establishment's expectations and that guests need to follow them.</p> <p>If the guest does not comply you have the right to ask them to leave or call the Police.</p>

### What if guests are difficult?

If guests understand the requirements and still refuse to cooperate, accommodation providers can ask them to leave the premises. If the situation gets out of hand, it may be necessary to involve the Police and/or the PHI.

The following is a list of do's and don'ts when it comes to dealing with non-compliant guests.

Do	Don't
✓ Make clear what are the expectations for acceptable behaviour and the regulations that must be followed	✗ Create unclear expectations
✓ Be polite but firm in your request	✗ Get into arguments
✓ If children are involved, make it clear that your establishment wants parents to make sure children also abide by the guidelines	✗ Try to correct the child yourself, or touch or carry the child
✓ Record any incident in the logbook	✗ Forget social distancing
✓ You may ask the guests to leave your establishment if they refuse to cooperate	✗ Be abusive or disrespectful towards the person in anyway
✓ Call for Police or PHI if the guest turns violent or fail to comply with the rules	✗ Gossip about the incident with other guests and staff

## How to Reorganise Spaces



The spaces in front of the house should be reorganised to aid social distancing and prevent the spread of disease. To do this, think about the areas (or zones) that are most used, the flow of guest and staff movements, and how you can physically adjust to create space and encourage social distancing between people.

It is helpful to think of organising as a three step process: 1) create distance, 2) install barriers, 3) remove congestion.



### Create distance:

Action	Where to apply this
<p>Rearrange furniture to a safe distance of 1.5m apart from each other.</p> <p>If furniture can't be spaced out, remove the excess.</p> <p>If furniture can't be removed, use 'do not sit' signs to create space.</p>	<p>Any seating area that is used by guests:</p> <p>e.g. Lobby, Restaurant, Bar, Pool, Chairs, Terraces, Outdoor areas</p>
<p>Position restaurant tables and chairs at least 1.5m apart from other tables and chairs. Stagger seating so people do not sit opposite each other.</p>	<p>Restaurant, Bar, other Dining areas</p>
<p>Encourage and prioritise outdoor seating. Open windows and doors where possible.</p>	<p>All areas with seating</p>
<p>Rearrange gym machinery to a safe 1.5m distance from other machines.</p>	<p>Gym and site facilities</p>

**Install barriers:**

Action	Where to apply this
Install glass/plastic shields to protect staff	Locations where face to face contact is involved, e.g. the reception desk
Install sneeze guards in front of buffet counters or on tables	Restaurant & Dining tables
Install sneeze guards. Remove bar/counter service	Bar and coffee shop areas

**Remove congestion:**

Action	Where to apply this
Install floor markers (ideally textured to help people with visual disabilities) a safe 1.5m apart	Places where guests gather to wait, such as outside the entrance, at reception, outside lifts
Encourage reservations for dining. Limit the number of guests allowed in at one time.  Only provide table service. Do not serve across the counter or allow guests to approach the counter to order.	Dining areas such as Restaurant, Bar and Cafe.
Set up one way flows using directional markers to control the movement of people.	Areas where guests move around. For example, designate one door 'entry', the other 'exit'.  In buildings with two staircases, one is 'up' the other 'down'. This removes the need for people to cross each other on the stairs.
Limit the number of guests allowed at one time.  Establish a booking procedure to allocate time slots to avoid overcrowding.	Shared facilities like Spa, Gym, Swimming pool.
Maintain flexible opening hours and allow the use of facilities on prior bookings only.	Spa, Gym, Swimming Pool



## What to Do if a Guest Becomes Unwell

If a guest is feeling unwell, has a temperature over 37°C or any other COVID-19 symptoms (coughing, nasal congestion, difficulty breathing etc.) it is important to screen, isolate and inform.

Section 9: Emergency Response covers in detail how to manage a suspected COVID-19 case. Here is a brief summary of the immediate action to take:

- 1. Screen:** Trained staff wearing PPE should screen the person for COVID-19 symptoms and take their temperature.
- 2. Isolate:** Request the guest to isolate in their room. Do not allow them to continue using shared facilities or to mix with other guests.
- 3. Inform:** Inform the RRT who will contact the relevant medical authorities. Follow all instructions given by the authorities.

## Frequently Asked Questions

### **Do we also need to consider risk levels for back of house areas?**

Yes, back of house areas should be assessed for risk. Jobs (or groups of jobs) should also be assessed for risk, this will be covered in Section 6: Back of House.

### **Are some guests more high risk than others?**

Some guests may be more at risk of developing serious complications if they are infected with COVID-19. However, only medical professionals can make those judgements. Accommodation providers should treat all guests as high risk of catching COVID-19 or of being infected with COVID-19 and strictly follow the hygiene and safety measures.

### **How can I help someone with physical disabilities who may find it difficult to follow the health and safety rules in my establishment?**

Talk to the customer directly either before arrival or as soon as possible after check-in. Allow the guest to explain what their needs are and if they need any extra help to follow the safety procedures. By listening to them you will be able to find out if they have any concerns and whether anything needs to be explained, moved or re-arranged to accommodate them.

### **What items might be classified as unnecessary that we can remove?**

To reduce the risk of cross contamination, remove any items that are unnecessary, or difficult to clean and sanitise from guest areas. This could include sculptures, table decorations, ornaments and children's toys. In guest rooms, this could include dental kits, shaving kits, vanity kits, sewing kits, shower caps, combs, stationery, magazines etc. Inform guests you can provide such items (if available at your premises) on request.

**What activities can switch from paper to digital at our establishment?**

Switching to digital reduces the risk of infection spreading as people are not handling as many physical items because they can use their own personal device. There are many processes that can be switched to digital, for example:

- » At check in/out: digital collection of guest information, email receipts rather than printing, email feedback forms, use payment apps rather than cash/cards.
- » In rooms: replace your physical hotel guides with information on the TV, an app, or emailed to guests. Email the room service menu or display on an app.
- » F&B: Set up an app or QR code for accessing the menu or email to guests. Reservations can be made via email, app, or website.

**Remember**

- » Avoid contact:
  - Make changes to front of house areas to reduce the risk of the virus spreading between people. Create distance, install barriers and remove congestion points.
  - Staff should avoid physical contact with guests and children of guests.
  - Rearrange common areas to aid social distancing.
- » Avoid exposure:
  - Maintain a safe 1.5m distance away from guests, even when communicating with them or answering questions.
  - It is important to maintain the essence of hospitality however, your priority must be the health and safety of guests and staff.
  - Take immediate action if a guest becomes unwell. Do not allow them to continue to socialise with others.
- » Implement controls:
  - Ensure staff are trained on the health and safety measures and are confident to implement them in all areas.
  - Keep detailed records of communications and interactions with guests on hygiene and safety matters for at least 90 days.
  - Take swift action against guests (and staff) who are non-compliant with the guidelines.

# Section 4:

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## Guest Areas



Practical guidelines on how to operate your guest areas, a space by space breakdown.

## Guest Areas

In this section, we will discuss COVID-19 prevention measures in the front of house guest-facing areas. We will address how to organise the front of the house (FOH) to ensure safety, health and hygiene.

The areas of the premises that are open to all guests and the general public are critical areas, due to increased exposure and contact. These areas include:

- A) Entrance and exit
- B) Reception and lobby
- C) Restaurants and bars
- D) Common washrooms
- E) Facilities: swimming pool, spa, gym etc.
- F) Elevators and guest corridors

This section also covers the practices that should be implemented in guest bedrooms and bathrooms.

### Can you answer these questions?

- ⌘ What must guests do when they first arrive at the premises?
- ⌘ How should F&B operations change to minimise risks associated with COVID-19?
- ⌘ How often do common washrooms need to be disinfected?
- ⌘ How should swimming pool operations change?
- ⌘ Do I understand the potential gap between guest expectations and the operational COVID-19 reality?

### In this section, we will:

- ⌘ Develop understanding of the different practices required in guest areas.
- ⌘ Detail the guidelines that apply to each area, including the restaurant, swimming pool, lobby, reception and guest rooms.
- ⌘ Learn how to keep guests and staff safe in these areas.
- ⌘ Consider how the reality of operating under COVID-19 may differ from guests expect while on holiday.

**Key points to note:**

- » Some areas in the accommodation are high risk because of increased exposure, others because of increased contact. This could be with people who may be infected, and/or contaminated surfaces and objects.
- » COVID-19 means cleaning more frequently and sanitising. Accommodation providers should set up a cleaning schedule tailored to each area.
- » All staff should be trained and empowered to make sure guests follow the requirements for everyone's health and safety.

**Don't forget**

The conditions imposed by the government authorities and MoH officials should be strictly adhered to. These may change from time to time. Make sure you are keeping up to date with the information on the MoH websites, from your local authorities and industry associations.

- » COVID-19 updates: [hpb.health.gov.lk/COVID-19](http://hpb.health.gov.lk/COVID-19)
- » Environmental and occupational health directorate website: <https://eohfs.health.gov.lk/occupational/>
- » Epidemiology unit website: <https://www.epid.gov.lk>

## Reducing Risk in Front of House Areas



There are many practical ways of reducing risk in front of house areas. This includes social distancing, reducing exposure and contact, and implementing frequent sanitising practices. Below is a list of simple steps you can take to reduce risk in areas used by guests. Refer to Section 3: Guest Safety for a detailed discussion on understanding risk.

### Simple ways to facilitate social distancing:



- » Make social distancing seem natural for guests by reorganising seating areas to be at least 1.5m apart. Remove excess furniture or place 'do not sit' signs. See Section 3: Guest Safety for more information on reorganising spaces.
- » Install one-way systems to enter and exit facilities and to go up and down stairs.
- » Place floor markers 2m apart in areas where people are likely to queue.
- » Be flexible with opening and closing times for facilities and implement pre-booked time slots. This will help keep numbers using them to a safe capacity, while allowing as many guests as possible to enjoy them.

### Simple ways to reduce exposure between people



- ❧ Install physical barriers, such as sneeze guards at high contact locations like the front desk.
- ❧ Ensure staff and guests practice good personal hygiene, including washing hands regularly with soap and water for at least 20 seconds.
- ❧ Inform guests to stay in their room if they feel unwell and to call reception for assistance.

### Simple ways to adapt cleaning for COVID-19



- ❧ Adopt safer cleaning practices following the guidelines in Section 2: Hygiene.
- ❧ Implement cleaning and sanitising schedules and track to ensure they are completed as regularly as required.
- ❧ Stock up on the correct products and train staff on their usage.
- ❧ Create area-specific checklists for staff to follow listing all the steps required in that space (e.g. guest room, common washroom).
- ❧ Usually cleaning is done out of sight, however guests may feel reassured if they see obvious signs of cleaning and sanitising practices in the premises.

### Simple ways to reduce the risk of cross contamination:



- ❧ Remove non-essential items that are difficult to sanitise from display.
- ❧ Switch to digital methods of operation where possible. This could include using emailed F&B menus and displaying hotel information on the room TV, rather than in a printed booklet.
- ❧ Have separate stationary for guest and staff use.
- ❧ Keep sanitised items separate from used ones. For example, have two pots on reception, one with clean pens for guests to sign with, another for guests to return dirty pens into.
- ❧ Serve sanitised cutlery wrapped in a serviette and sealed inside a paper packet/envelope. You can encourage guests to use the envelope as storage for their face mask while they dine.



### For homestays

Shared tea and coffee making facilities in lobbies / lounge areas pose a risk of cross contamination. Kettles, mugs and tea/coffee containers are used by multiple guests. Consider removing these or providing individual ones in guest rooms. If you decide to keep the shared facility, guests must sanitise their hands before using, and staff should sanitise the items regularly. Put up a sign/poster above the counter reminding guests to sanitise hands.

## General Procedures for Guest Safety:

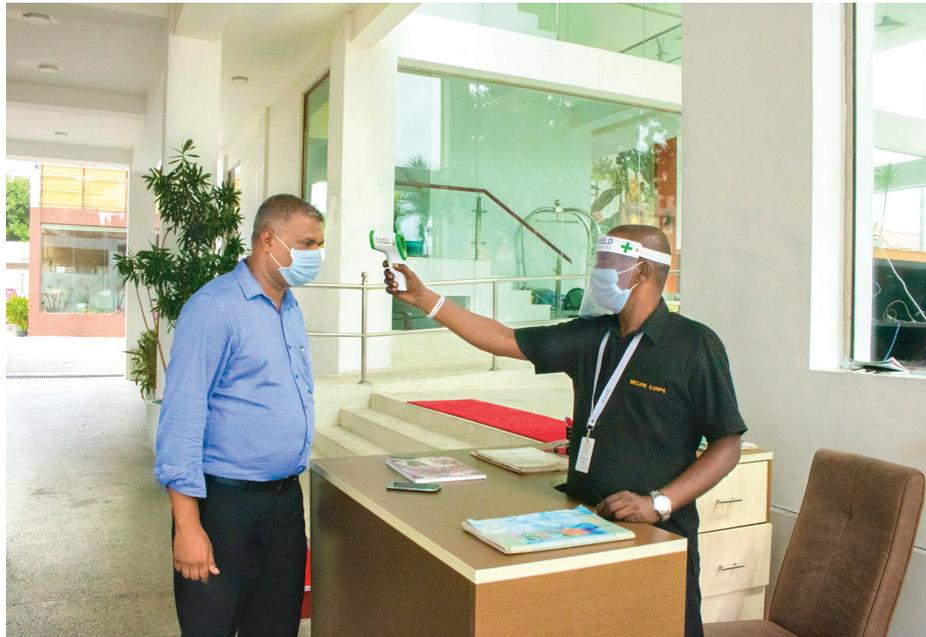
- » The Rapid Response Team (RRT) and RRT leader should ensure that protocols are being adhered to in all guest-facing areas and be available to deal with guest-facing situations that may arise.
- » The RRT team should constantly evaluate and amend protocols as needed to respond to guest needs, questions and requirements.
- » Any unusual, untoward, notable or important incidents should be recorded in the hotel logbook/system.
- » It is advisable to use clear and visible floor markings in public areas to ensure that individuals adhere to social distancing rules.
- » The entire team should be properly briefed on safety protocols, how to notice respiratory symptoms, and who to contact in the case of an emergency. The RRT should be the point of contact for any COVID-19 related questions or situations that may take place on the premises.
- » Keep a ready supply of disposable PPE gear such as face masks and gloves for guest use at the front desk.
- » Procedures for cleaning and sanitising guest areas must be implemented with the required levels of frequency. They should be adapted for usage patterns. Refer to Section 2: Hygiene for further advice on cleaning.
- » Provide hand sanitiser in all guest areas in visible locations and accessible at different heights. Use sensor operated dispensers if possible.
- » Guest expectations are based on past experiences, and may differ from the current and future service standards that can be offered on your premises. Take time to understand what these differences in expectations may be.

## Entrance



Many people pass through the entrance and exit points of accommodation therefore, it is important to ensure stringent systems are in place to check those entering and exiting. This is to prevent infected individuals from entering the premises and to minimise cross contamination.

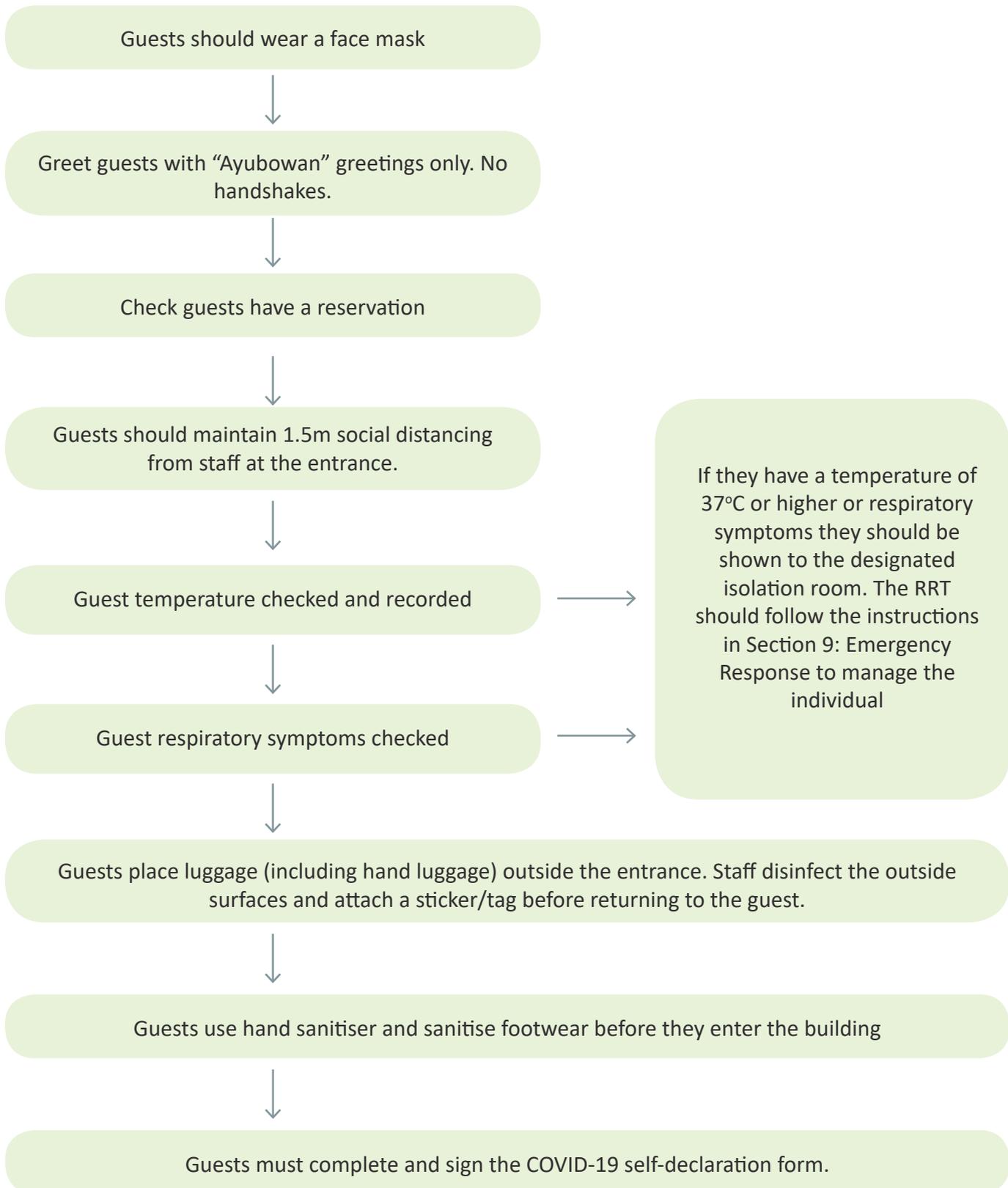
Front office and security teams should be briefed that no one without a confirmed reservation should enter the premises. It is important that the guest details are taken and health and hygiene checks completed before guests are allowed to enter the premises. Entrance / front office staff must wear masks, gloves and other PPE as necessary at all times. Follow the below steps to prepare for operations.



### Prepare to welcoming guests:

Operational requirement	Location	How to implement this	Reason
Dedicate one common entrance for all guests to use	Entrance	Select one entrance. Put notices or physical barriers at other entrances.	To ensure everyone is checked on arrival.
Set up checks at the entrance	Entrance	Prepare a log book to record guest names & temperatures. Ensure the mobile thermometer is in good working order. Assign and train staff to check and record guest temperatures. Place markers on the floor 2m apart where guests can queue up.	For contact tracing purposes. To prevent sick people from arriving for duty and spreading the disease. To maintain social distancing.

Operational requirement	Location	How to implement this	Reason
Set up a hygiene station at the entrance	Entrance	<p>Install hand sanitiser dispensers at accessible heights.</p> <p>Install footwear disinfecting station, either spray or a disinfectant floor mat.</p> <p>Set up an area to disinfect luggage and train staff on the process.</p>	To maintain good personal hygiene and minimise the risk of cross contamination.
COVID-19 self-declaration forms for guests	Entrance	<p>Supply forms, digitally if possible, for guests to complete on arrival.</p> <p>See Appendix D for an example of the guest self-declaration form.</p>	For contact tracing purposes.

**On arrival at the premises**

## Reception and Lobby



The reception and lobby areas are at increased risk from contact and exposure because they are used frequently by many different people (guests, staff and visitors). In addition the front desk is a high contact area between staff and guests.

Follow the below steps to adapt reception and lobby areas for operations under COVID-19.



### Prepare for operations:

Operational requirement	Location	How to implement this	Reason
Stocks of face mask and hand sanitiser	Front desk	Guests should wear face masks while in public areas of the premises. Ensure you have a suitable stock of masks and hand sanitiser for their use.	For personal hygiene.

Operational requirement	Location	How to implement this	Reason
Sneeze guard	Front desk	Install a sneeze guard at the front desk	To reduce the contact risk.
Facilitate social distancing	Reception and lobby	Rearrange furniture to facilitate guests staying 1.5m apart. Remove excess furniture	To maintain social distancing.
Sanitised items for guest	Front desk	<p>Keep separate pens for guest use, such as when they need to sign forms or make payments.</p> <p>Ask guests to return pens to a pot labeled 'used' rather than handing back to staff.</p> <p>Sanitise after each use.</p>	To minimise handling of items and reduce the risk of contamination.

### Hygiene:

The lobby and reception areas must be regularly cleaned and sanitised. Implement a cleaning schedule to ensure that this is carried out with the required frequency.

- ⌚ All handles, tabletops, counters, chair arms and workstations should be disinfected every hour.
- ⌚ Any surfaces touched by guests, such as chairs and tables, must be disinfected after every guest interaction.

### Ventilation:

- ⌚ Open doors and windows where possible.
- ⌚ Clean air conditioning units and disinfect coils on a frequent basis.

## Managing guest expectations

The operational changes due to COVID-19 are likely to mean the arrival process is different to what guests are used to. It is important to politely and proactively communicate the health and safety procedures that guests will undergo when arriving. The table below shows how guest expectations may be different from the new reality, and the reason for the change. Train front office staff to explain to guests what the new processes are and why they are important.

See Section 3: Guest Safety for more information on how to communicate with guests about COVID-19 safety measures.

Expectation	New process	Reason why
Valet parking	Valet parking is no longer available	To minimise risk of cross contamination.
Enter the building immediately on arrival.	Before guests enter the building they go through decontamination processes.	To prevent outside contamination and spread of infection within the premises
Handshakes and greetings.	“Ayubowan” greetings. No hand to hand contact.	To minimise contact and maintain social distance.
Luggage assistance	Luggage will be sanitised and returned to the guest	To prevent cross contamination
Welcome drink and cool towels upon arrival	Drinks to be served in sealed containers. Towels will be disposable.	To reduce the quantity of items that need to be sanitised.

## Check in process

### Hygiene measures:

- ☞ Where possible, switch to digital check in methods such as email forms, or paperless check in.
- ☞ Key cards must be sanitised before issuing to guests and after return.
- ☞ If signatures are required, pens must be sanitised before re-use. A simple solution is to have two pots on the front desk, one for sanitised pens ready for use, the other for dirty pens. Guests replace their pens in the dirty pot. They are then sanitised by staff.
- ☞ Inform guests at check in that should they feel unwell and/or have a fever, they should remain in their room and call reception for assistance. The reception staff should arrange medical assistance through RRT via tele-screening to assess the condition of the guest. Further action should be taken as per the medical advice. See Section 9: Emergency Response for detailed information on what to do if a guest becomes unwell.

**Forms & declaration:**

- » Guests must complete the self-declaration form and their personal and travel details. This includes name, contact information, flight details, date of arrival into Sri Lanka and other countries visited recently (if applicable). See Appendix D for an example of the guest self-declaration form.
- » Foreign guests should show proof of registration with the necessary health and immigration authorities.
- » Staff must wear gloves to collect the guest forms. Switch to digital forms if possible.

**Don't forget**

Guests must complete the self-declaration form before they are checked in.

**Payments:**

- » Encourage digital payments online or via apps to reduce handling of physical items. Card payments are preferable to cash.
- » Staff should use gloves to collect and return guest cash/cards.
- » Ask guests to sanitise hands before entering their pin number on the card machine.
- » For signatures, pens must be sanitised with 70% alcohol solution after each use.
- » Collected cash should be sanitised if possible.



### For homestays

Small establishments may need to manage the arrival and check in process with only one member of staff. It is important that the hygiene steps and health checks are not missed out or delayed.

#### Example

At a two bedroom homestay in Uppuveli, the owner has adopted the following measures.

- » Hand sanitiser and disinfectant mat are installed outside the front door.
- » A sign requests guests knock and wait for the owner at the door, rather than walking inside.
- » The owner explains the steps that need to be followed. He uses a poster to help overcome any language difficulties.
- » First guests sanitise hands and feet then the owner checks their temperature with the mobile thermometer, and looks for obvious respiratory symptoms of COVID-19.
- » He asks them to leave their luggage outside the door.
- » Guests complete the self declaration form with separate pens. When finished, they place them in the designated 'dirty pen' pot on the desk.
- » The owner sanitises the guest luggage and disposes of used wipes/cloths into a lidded bin.
- » He collects the forms wearing gloves and hands guests their sanitised room keys.

### Check out process

When guests are departing, ask them to complete a feedback form that includes their views on the COVID-19 safety measures put in place. This will help you better understand the impact the measures at your property are having on guests, and if there any further steps you can take to make guests feel secure.

See Appendix E for an example of a guest check feedback form that includes COVID-19 measures.

**When assisting guests at the front desk:**

Do	Don't
✓ Ensure that guests submit self-declaration forms and foreign guests are registered with the health and immigration authorities	✗ Check in a guest who refuses to submit the self-declaration form.
✓ Wear gloves to collect all forms.	✗ Collect forms without gloves.
✓ Use gloves while collecting cash and credit cards	✗ Collect cash or handle credit cards without gloves.
✓ Wear a mask and keep 1.5m away from guests while assisting them.	✗ Share items with guests, including telephones and pens. Any items used by guests must be immediately sanitised

**Frequently asked questions****Can we offer guests welcome drinks?**

Yes, but adapt these to minimise the risks of contamination. Cool drinks must be served in sealed containers, without straws if possible. Disposable cool towels should be offered with minimum handling and disposed of into a lidded container/bin.

**Can we assist guests with luggage?**

If staff take sanitised luggage to the room, they should avoid passing the luggage between multiple people to minimise handling. When escorting guests to their rooms avoid crowded elevators (if possible) and touching surfaces like handrails.

**Can we assist a family with their children?**

No, staff must not handle children or infants. Keep at least 1.5m social distance.

**Can we show guests around their rooms?**

Yes. But when showing guests around the room, avoid touching surfaces and items. Explain to guests that the room has been hygienically prepared (housekeeping should place a notice/card in a prominent place once cleaning is completed). Point out to the guest any measures you are taking for their safety, such as providing glasses in sealed packets, hand sanitisers and vanity kits on demand.

**Can we welcome drivers to the premises?**

It is okay for drivers to rest and to stay overnight in driver accommodation (if available) however, the driver's details must be recorded and they must abide by the hygiene and safety measures in place. See Section 6: Back of House for more information on arranging meals and accommodation for drivers.

## Guest Exit and Re-entry During Stay

If guests are staying for multiple nights it is likely they will exit the premises during their stay, such as to go on excursions, tours or to eat at local restaurants. While guests are outside of the property, there is a risk that they may pick up harmful particles, therefore every time a guest returns to the premises, they must undergo the decontamination steps and checks. It is important that guests wear their face masks while in public areas outside of the premises.

This includes:

- » Temperature and respiratory symptom check
- » Hand and footwear sanitisation
- » Luggage / baggage / shopping disinfection



### Don't forget

If a guest shows COVID-19 symptoms and/or has a temperature over 37°C they should be subjected to a medical check up before being allowed entry to the guest rooms/premises. Politely escort the guest to the isolation room designated for this purpose. The RRT should follow the instructions in Section 9: Emergency Response on seeking medical assistance.

## Organising drivers and guides for guests



Tourists should only be taken on tours or excursions by drivers, tour operators and guides who are registered with the SLTDA.

The management of each accommodation establishment, along with the travel agent or tour operator is responsible for ensuring safe transportation for all in-house guests. This includes airport pick-ups, transfers and vehicles used in excursions. The vehicles arranged must comply with the recommended health and safety procedures.

When directly arranging a vehicle, or coordinating with the relevant travel agent/tour operator, it is the responsibility of the accommodation provider to ensure that any transport organised for tourists meets the health and safety and hygiene standards for operating under COVID-19 conditions. This includes thorough cleaning and sanitising of the vehicle before and during the journey, limiting the number of passengers for social distancing and providing sanitisation facilities.

For a checklist of what to consider when organising transport for guests, refer to Appendix F. Section 8: Service Providers includes detailed information on the guidelines for transporting tourists and interacting with drivers, tour operators and guides.

Drivers and guides who are meeting guests at the premises will need to provide their personal details and complete a self-declaration form. They must undergo the usual health checks and sanitise hands and shoes at the entrance, and wear a mask while on the premises. Refer to Appendix H for an example self-declaration form for drivers to complete.

## Non-residential Visitors

Visitors to the premises should be discouraged, even if they are to meet an in-house guest. However, if you decide to allow visitors, follow the below steps:

- ④ All visitors must complete a self-declaration form and the hygiene checks at the entrance. Temperature checks and hand sanitisation is mandatory. Any visitors with a temperature over 37oC or respiratory symptoms should be denied entry.
- ④ Visitor details should be recorded in a designated register, including: name, contact information, NIC/ passport number, date, time of arrival and departure and the name of the guest(s) they met.
- ④ Visitors should only be entertained in the lobby area, and restricted from accessing other areas of the premises.
- ④ It is preferable to restrict F&B facilities to resident guests. If you decide to permit non-residents to use the F&B facilities, in addition to the visitor information, you must also record the venue(s) they visited and the seating arrangements.

## Dining Outlets



Dining outlets have an increased risk level as they are prone to crowding during meal times (increased contact) and because people remove their masks while eating / drinking (increased exposure). Food, service and hygiene safety are essential to ensure that a possible infection doesn't spread in these areas.

What are the main hazards?	How can you minimise the risk?
Increased exposure risk from people gathering together at meal times and removing masks to eat.	<p>Position furniture to maintain at least a 1.5m social distance between tables and groups of diners.</p> <p>Avoid having people seated directly opposite if possible.</p>
Increased contact risk because multiple people are touching furniture, counters, serving utensils and other high touch surfaces. If people touch the surfaces and their faces, the virus could be spread	<p>Avoid self serve buffets. Do not allow diners to touch utensils or lids of food containers.</p> <p>Sanitise tables and chairs between use by different diners.</p> <p>Provide table service for ordering and payment.</p> <p>Assign a staff member to open venue doors</p>

In restaurants, bars and other dining outlets the following measures should be taken.

## Prepare for operations

### Implement social distancing:

- » Relocate furniture to keep 1.5m social distance between tables and groups of diners. If furniture cannot be removed, place 'do not sit' signs.
- » Where queuing is likely, implement a socially distanced system. Place markers on the floor 1.5m apart for people to stand on.
- » Encourage reservations and discourage walk-ins. This will help you manage the number of diners and maintain social distancing.
- » Consider restricting dining facilities to guest-only.
- » Restrict the number of diners who can sit at a table. Allowances need to be made for families with small children.
- » Consider staggering the use of tables each day, e.g. use 50% one day while designating the others 'do not sit', and the other 50% the next day.
- » Implement a one-way system (one entrance, one exit) if possible.



**Hygiene:**

- ❖ Install hand sanitisers at the entrances for guests, and staff.
- ❖ Provide an accessible supply of PPE. All staff must wear face masks at all times and use other PPE as required.
- ❖ Remove shared condiments from tables. Replace with single serve, or sanitised items on request. Remove non-essential items from tables.
- ❖ Consider using disposable or single-use tablecloths, crockery, cutlery and napkins to minimise the risk of cross contamination.
- ❖ Switch to digital menus e.g. using a QR code that guests can access on their phone, or email menus to guests if possible. Paper menus should be stored for 72 hours before reuse. Laminated menus must be sanitised before reuse.
- ❖ Ice machines must be connected to a sterilised drinking water supply and cleaned and disinfected regularly. If ice machines are not available, ice made from sterilised water supply should be stored in a covered container. This must be cleaned and disinfected daily.
- ❖ Chillers should maintain the correct temperatures and be cleaned and disinfected before operations.

**During service:**

- ❖ Open doors and windows for increased ventilation if possible.
- ❖ Greet guests with “Ayubowan”, do not shake hands.
- ❖ Record guest name, room number and table number for contact tracing purposes. Keep for at least 90 days.
- ❖ Do not set tables with cutlery and crockery until guests are seated. This to reduce the risk of contamination.
- ❖ Seat guests at least 1.5m distance away from other tables / groups. Accommodate guests from single rooms on tables for two.
- ❖ Once guests are seated, provide sanitised cutlery and serviettes in a sealed packet. Consider using a paper envelope that can double as a holder for the guest’s face mask. Alternatively, cutlery can be kept under a heating light then served wrapped in a paper serviette.
- ❖ Regularly sanitise the entrance door handle. If possible, assign a staff member to open it for guests.

**Payments:**

- » Present bills at the table rather than having diners approach a counter.
- » Payment must be either digital or using sanitised bill folders. Pens used to sign must be sanitised immediately after each use. Discourage cash transactions.
- » Assign a staff member to operate the point of sale terminal and regularly disinfect.

**Clearing tables:**

- » Using mask and gloves, remove any soiled linen items and place them in a closed container for laundry.
- » Remove gloves and wash hands after handling soiled linen. Wear fresh gloves to place new linen on tables with minimum handling.
- » The table, chairs and any items on the table must be promptly sanitised before new diners are allowed to sit. Clearance should be done as promptly as possible.
- » Glasses should not be manually washed in the bar/restaurant. They must be washed in a glass washer at the recommended water temperature.
- » See Section 6: Back of House for guidelines for the stewarding / still room area and handling used dishware.

**After service:**

- » Clean and disinfect the entire restaurant area including tables, chairs, service stations and floors before closing and locking the dining area.
- » Glassware and crockery kept in the bar/restaurant should be stored in enclosed containers, not open shelves or on counter tops.



### For homestays

Homestays should adapt the meal service they offer guests to reduce handling of food, facilitate social distancing and implement good hygiene practices.

#### Example

At a three bedroom homestay in Polonnaruwa, breakfast is usually served with all guests sitting on the terrace. The owner has made the following changes to operate more safely because of COVID-19:

- » With the 1.5m social distancing requirement, the terrace is only large enough to have two tables. She has removed the third table.
- » Guests now make their breakfast selection the night before and pick a time to eat. Only two rooms can dine at the same time, so breakfast times are staggered.
- » Food is freshly prepared and served directly to the guests.
- » Fruit, bread and jam are always kept covered.
- » Guests wash hands with soap and water or sanitise their hands using the dispenser provided on the terrace when they come for breakfast.
- » Sanitised cutlery is served to guests in protective paper envelopes.
- » At all times while interacting with the guests, the owner/staff wear masks.
- » After guests leave, the table is promptly cleared, cleaned and all surfaces sanitised before other guests can sit.
- » Tableware is washed in hot, soapy water and left to dry.

## Impact on guest expectations in a restaurant / bar:

Expectation	New process	Reason
Diners walk straight in and are seated.	<p>Make a reservation in advance.</p> <p>Hand and foot sanitisation at the entrance.</p> <p>Guest details recorded.</p>	<p>To keep the number of diners to a safe capacity.</p> <p>To minimise the risk of contamination.</p> <p>For contact tracing purposes.</p>
Individual menus	<p>Emailed or blackboard menus as much as possible.</p> <p>If paper, then the menus must be stored for 72 hours before being reused.</p>	To prevent contamination
Fully laid tables	Crockery and cutlery will be placed after the guest is seated. Disposable place settings wherever feasible.	To prevent contamination
Condiments such as salt and pepper on the table	To be provided on request in single-use servings, or in containers that can be cleaned and sanitised after use.	To prevent contamination
Guests sitting or gathering at the bar.	Table service only. No seating at the bar counter	To maintain social distancing.

## When operating your bar and restaurant:

Do	Don't
<p>✓ Encourage diners to make a reservation or to use room-service</p>	<p>✗ Encourage walk-in or non-guest diners</p>
<p>✓ Ensure that seating is arranged to adhere to 1.5m safe social distancing</p>	<p>✗ Allow gathering of groups or people to stand at the bar or to queue closely together.</p>
<p>✓ Use disposable table cloths, crockery, cutlery, utensils and table items wherever feasible.</p>	<p>✗ Re-use table items without sanitising first. Don't re-use linens.</p>
<p>✓ Use single-use condiments</p>	<p>✗ Use condiments in shared containers/holders.</p>

Do	Don't
✔ Use digital or disposable menus.	✘ Share menus between tables.
✔ Offer a la carte or set menus.	✘ Offer self-serve buffets.
✔ Operate table service	✘ Let guests collect drinks from the bar or approach the counter to pay.

### Room service (in-room dining)

Offering in-room dining to guests can be a good way to support social distancing and to manage the lower capacity in restaurants that comes from guests needing to be 1.5m apart.

Particular attention should be paid to the transportation of food to the guest's room and the collection of the dirty tableware, to minimise the risk of any cross contamination. Staff should no longer deliver food into the room or hand directly to the guest, it should be left outside the room door.

#### Serve:

- ⌚ Staff delivering room service should wear face masks and other appropriate PPE when delivering items.
- ⌚ Food and beverages should be fully covered for delivery.
- ⌚ When delivering food, staff should not enter the guest room. They should knock on the door/use the room bell to inform guests the delivery is outside.
- ⌚ Provide crockery, cutlery and serviettes in sealed paper containers. Consider using a paper envelope to hold the cutlery and serviette.

#### Collect:

- ⌚ When collecting trays, staff should not enter the guest room. Guests should place the used tray and all items outside their room door.
- ⌚ Covered containers should be used to clear the cutlery, crockery and remaining food away.
- ⌚ Clear as promptly as possible to minimise the time items are left in the corridor. Ask the guest to call reception when their room service is ready for collection.
- ⌚ Room service trolleys (if using) and trays should be disinfected after each use. Use a sticker or similar marker to indicate once the trolley / tray is disinfected.

**Impact on guest expectations:**

Expectation	New process	Reason why
In-room dining menu provided in room.	Menu emailed or shared via app or TV screen.	To minimise risk of cross contamination.
Server brings the tray with dishes, crockery, cutlery and glassware into the room and lays out the table.	Fully covered dishes and tableware are left outside the door of the room by the staff.	To reduce risk of cross contamination.
Server enters the room to clear the dishes.	Dishes/tray should be left outside the door of the room by the guest	To maintain a safe social distance.

**Buffet service**

It is recommended not to offer buffets at this time and to switch to a la carte or set menus. Self-serve buffets are not allowed. If you decide to offer a buffet, follow these guidelines

**Prepare:**

- 🔗 Install sneeze guards at all buffet counters
- 🔗 Assign staff members to serve different items. Guests cannot serve themselves, or open lids to buffet items.
- 🔗 Ensure correct temperature storage for all items.

**During Service:**

- 🔗 Display smaller quantities of dishes and regularly replenish, rather than holding large amounts of prepared food.
- 🔗 Guests should not handle any spoons, tongues or lids.
- 🔗 Keep lids closed whenever possible

**Common Washrooms**

Washrooms in common areas of the hotel, such as the lobby and the restaurant have an increased level of risk because they are frequently used by multiple people and have many high touch surfaces. It is important to establish a procedure for cleaning and sanitising these areas at least three times a day.

What are the main hazards?	How can you minimise the risk?
Increased risk from high touch surfaces and multiple people using the same facilities	Implement a cleaning schedule.  Disinfect all surfaces at least every four hours. Train staff to pay particular attention to high touch areas.
Possible crowding if many people use the washrooms at the same time.	For busy washrooms, assign a staff member to open the main washroom door and prevent overcrowding.  For lesser used or smaller washrooms, consider only allowing one person to use the washroom at a time. Inform guests to request the key from staff. Sanitise the key every time it is returned after use.

### Prepare for operations:

- ⌚ Implement a regular cleaning schedule, at least three times per day. Tailor this to the usage patterns, for example the restaurant toilets will need to be cleaned more frequently around lunch and dinner service.
- ⌚ Install automatic hand dryers and sensor taps if possible to reduce contact.
- ⌚ Install a hand sanitiser dispenser outside the toilet door.
- ⌚ Switch to foot or sensor operated waste bins with lids.

### Hygiene



- ⌚ Disinfect at least every four hours when in use. This includes floor, walls, doors and all surfaces: door handles, toilet seat and cover, flushing handle / knob of WC, bidet, wash basin taps, hand dryer, hand towel dispenser and vanity surfaces.
- ⌚ Disinfect shower cubicles and changing rooms at least every four hours.
- ⌚ Keep the main door open if possible, to reduce contact. Alternatively, position a cleaning staff member to open the door and prevent overcrowding.
- ⌚ Place signs above sinks to remind guests of good hand hygiene.
- ⌚ Ensure full supply of hand soap, sanitiser and paper towels. Ideally, sanitiser units and waste disposal bins should only be operated by foot or sensor.
- ⌚ Waste bins should be cleaned by trained staff wearing PPE and with minimal handling.



### For homestays:

- » Encourage guests to use bathrooms attached to their rooms (if available).
- » If several rooms use a common bathroom, a strict cleaning schedule must be implemented.
- » Install a cleaning checklist and record what time the bathroom is cleaned.
- » Provide plenty of hand soap for guests to use.
- » Tailor the cleaning schedule to guest usage patterns.

#### Example

A homestay in Arugam Bay has 3 rooms and provides breakfast from 8-10 am. Most guests go for an early morning surf. In the afternoon guests are rarely at the premises. The common bathroom at this homestay will probably have high usage during the morning hours when guests go out to surf then come back to eat. The bathroom should be cleaned before breakfast service begins and again after it ends because this is a high usage time. Later in the day, when guests are out, it is not necessary to clean as frequently.

## Swimming Pool



Regulations should be clearly displayed around the swimming pool area to remind guests of good hygiene practices. Staff should be on hand to ensure social distancing is maintained and the pool does not become overcrowded



### Prepare for operations:

- » Consider if it is appropriate to keep the swimming pool open in the current situation.
- » If opening the pool, limit the number of people using the pool at one time to encourage social distancing. Consider allocating time slots to guests to limit interactions and promote social distancing.

- » Use of the pool is only for guests, not visitors/outsideers.
- » Have a designated location for towels to be picked up.
- » Arrange sunbeds for social distancing.
- » Ensure pumps are in good condition and that water is treated properly.

### During operations:

- » Store clean towels in a closed container and issue to guests with minimum handling.
- » Guests should shower properly before entering the pool.
- » Pool attendant must wear a mask and regularly sanitise hands.
- » Soiled towels to be handled by staff/pool attendants wearing gloves and placed into closed containers for laundry.
- » Record pool users' names, contact number, times. Keep for at least 90 days.
- » If serving food/drink at the poolside, ensure the appropriate procedures for food service are followed, including covering the food when transporting and promptly clearing finished dishes.
- » Regularly clean and sanitise all areas of the pool. See below table for details.

Area	Instruction	Frequency
Pool deck area	Clean and disinfect	Daily
Surfaces inside the pool	Brush and clean	Daily
Pool steps, ladders, handrails and external shower knobs	Disinfect	Frequently during operations and at the end of each day
Pool furniture including sunbeds, tables and pool mattresses	Clean and sanitise	After each use
Changing rooms and washrooms	Clean and sanitise	Daily Disinfect high touch surfaces multiple times a day

**Maintenance:**

- » Pool attendants must be vigilant and ensure that pools are properly sanitised and decontaminated.
- » Ensure the residual chlorine level and the recommended pH level is always maintained.
- » Check and ensure the proper operation of pool filters with a 'turn overtime' of maximum 6 hours. Pool filters should be back washed as necessary to ensure proper filtration.

**Spa / Gym**

Spa facilities often require staff to be in close contact with guests and it may not be possible to maintain social distancing at all times. For example, a massage would involve the therapist physically touching the client's body, and being in close proximity to them for an extended period of time. It is important to ensure that the best hygiene practices are in place to minimise risks.

Spas and gyms may need to limit the number of people who use the facility at one time to maintain a safe social distance and minimise the risk of contact. Records should be kept of all guests who use the facilities, and their therapist (if applicable).

All spa tools and gym equipment must be completely sanitised before and after every use using alcohol/chemical based sanitiser.

**Prepare for operations:**

- » Accept pre-bookings only. Avoid walk-in sessions.
- » Be flexible with opening and closing times as you may need to limit the number of users at one time.

**During operations:**

- » Trainers/therapists to wear masks and appropriate PPE gear.
- » Check guest temperature and screen for COVID-19 symptoms before allowing access to the gym/spa.
- » Wash (or sanitise) hands before entering the gym/spa.
- » Disinfect all tools and/or equipment before and after every use.
- » Trainers/therapists should not touch or handle guest belongings.
- » Provide a locker for each guest's belongings. Do not share lockers. Lockers to be sanitised after each use.
- » Record the guest and therapist / trainer details for contact tracing purposes.

- ⌘ Frequently clean reception areas, handles and other high touch surfaces.
- ⌘ At the end of the days' operations clean and disinfect floor areas, frequently touched walls, surfaces and all gym/spa equipment.

#### Treatment rooms:

- ⌘ Clean the stations and chairs with 70% alcohol solution after each treatment.
- ⌘ Sanitise combs, brushes and other tools after each use.
- ⌘ Disinfect spa chairs and shared surfaces before, during and after operations.
- ⌘ Minimise the sharing of equipment and products.
- ⌘ Soiled linen should be placed in the designated closed bin for laundry.

#### Impact on guest expectations:

Expectation	New process	Reason why
Fixed open and closed timings	Flexible timings	To prevent overcrowding
Walk-in appointments	Reservations for treatment are required	To prevent overcrowding
Machines ready and available for use	Machine / equipment to be sanitised between guests	To minimise the risk of cross contamination



#### Don't forget

Gym and spa equipment must be sanitised after every use. For example, after a guest finishes with dumbbells, they must be sanitised before another guest can use them. Limiting the number of people at one time will make the increased cleaning requirements easier to manage

## Elevators



Guest elevators (and service elevators) involve multiple touch points and close contact between people.

In order to minimise the spread of infection, employers must limit the number of passengers to maintain social distancing. This may mean only one or two people can use the elevator at a time. Display a poster outside the doors advising guests to face away from each other and place markers on the floor showing a safe distance when queueing. All passengers in lifts must wear face masks.



To minimise the risk of contact, implement a systematic procedure, such as a checklist, covering the below procedures:

Area	Procedure
High touch surfaces such as elevator controls, buttons, handrails etc.	<p>Regularly clean and sanitise, multiple times per day.</p> <p>Implement a checklist system to record the frequency of cleaning.</p>
Control panels	<p>Clean and sanitise with 70% alcohol disinfectant.</p> <p>If this may damage the surface of the panel, install a protective, removable plastic sheet. This sheet should be cleaned regularly and replaced when necessary.</p> <p>Operate with key cards or scanners if possible.</p>

Area	Procedure
Floor	Clean regularly. If the floor is not easily cleanable (such as carpets), consider using a temporary plastic cover that will be easier to clean and disinfect.
Walls	Clean and sanitise regularly.  Prominently display safety instructions and lift control practices.
Lift ventilation system	Ensure the system is fully functional. Good ventilation is a preventative measure against COVID-19.

### For guest and service elevators:

Do	Don't
✓ Limit the number of passengers.	✗ Allow overcrowding.
✓ Frequently disinfect buttons and touch points in the elevator.	✗ Allow people to use the elevator without a mask.
✓ Cover the floor of the elevator with a removable surface cover. Clean and disinfect regularly	✗ Forget to disinfect air vents.
✓ Use a key guard or gloves when using the buttons/controls of the elevator.	✗ Forget to maintain social distancing.

### Lift lobby, corridors and staircases:

- ⌚ Ensure good ventilation (natural or systematic) to keep air circulating.
- ⌚ Implement a systematic method, such as tracking sheets, to ensure periodic disinfecting of the lift lobby, corridor and staircase surfaces.
- ⌚ Sanitise staircase handrails multiple times per day.
- ⌚ Disinfect all door handles and lift call buttons frequently with 70% alcohol solution.
- ⌚ Display posters / signs on good hygiene practices and COVID-19 prevention methods in prominent places like lift lobbies.



### Don't forget

Guests should not face each other while in the elevator. They should maintain a safe social distance



## Guest Rooms

The most frequent mode of virus transmission in a room is from indirect contact between harmful particles from a surface and eyes, nose or mouth. Sources for these particles in a guest room include (but are not limited to) contaminated bed linen, blankets, bed runners, pillows, towels, bath robes, tumblers, curtains, remote controls, door handles etc.

Aim to keep rooms vacant for 24-48 hours after guests leave and after cleaning. Turn off mini-fridges and AC. If possible, rotate the rooms in use, or rotate entire floors / corridors if the size of the establishment allows.

It is important to change linen hygienically to minimise the risk of contamination. Reduce the frequency of bed linen changes to every two or three days, unless a guest requests. All surfaces in a guest room should be treated with high levels of attention to detail.



### Minimising the risk of exposure:

Cleaning staff should follow the steps for safer cleaning practices in Section 2: Hygiene when cleaning, setting up guest rooms and changing used linen. These include:

- » Washing hands with soap and water.
- » Wearing a mask, heavy duty or latex gloves and other PPE as required.
- » Avoiding touching face, nose or mouth.
- » Opening windows and doors to increase air circulation.

Unnecessary items, such as vanity kits should be removed from guest rooms/bathrooms. This will limit the risk of cross contamination.

If possible, allow several hours to pass before cleaning a room of a guest who has checked out.

### When cleaning a guest room



- ⌘ Disinfect footwear before entering the room.
- ⌘ Open windows, balcony and entrance doors to increase ventilation.
- ⌘ Check fittings and fixtures are in correct working order.
- ⌘ Check the AC system and clean the filter. Use AC sanitisation tables if required.
- ⌘ If using a vacuum cleaner, clean carpets before other cleaning procedures are carried out.

#### Remove:

- ⌘ Cups, saucers, tumblers, spoons, glassware.
- ⌘ All used and unused linen including from the bathroom. Use minimal handling. Place into covered bags/trolleys. Do not allow this linen to come in contact with clean linen.

#### Disinfect:

- ⌘ Hard surfaces e.g. doors, desks, chairs, wardrobe doors, TV, windows, safe deposit locker, mini-fridge, dustbins (ideally foot operated), mirrors.
- ⌘ Tiled surfaces of walls, floors and ceiling.
- ⌘ Information docket, if using. It is preferable to make this information digital rather than paper/book form.
- ⌘ TV, AC and other remote controls with 70% alcohol solution. These should have plastic covers for easy cleaning and sanitising.

#### Restock:

- ⌘ Provide clean cups, saucers, tumblers and spoons. Place in sealed paper packets if possible.
- ⌘ Provide a small hand sanitiser in each room for guest use.

#### Finally:

- ⌘ Once housekeeping is complete, place a sticker/tent card in a visible place (e.g. on the bed) showing the time and date the room was disinfected.

## Guest room bathrooms



### Remove:

- Take precautions to correctly dispose of used toiletries. It is recommended to use individual portions of toiletries, such as shampoo, body wash. Reusable bottles and dispensers must be disinfected with maximum care.

### Disinfect:

- Flush the WC with seat cover closed.
- Deep-clean the entire area including all fittings.
- Disinfect all fittings including bathtubs, vanity counter surfaces, mirrors, shower cubicle / curtain, shelves, towel racks and toilet paper holder.
- Disinfect all tiled surfaces of walls, floors and ceiling.
- Disinfect the handles / levers of taps, flush devices and door knobs/handles.

### Restock:

- Supply fresh towels in a sealed paper container, if possible. Ensure clean towels do not come into contact with soiled ones.
- Ensure hand wash / soap is replenished for guest use.

## Frequently asked questions

### Can we do a turndown service?

Yes, but avoid folding clothes. Conduct the service with minimum contact on surfaces and linens. Staff should wear a mask and thoroughly wash hands with soap and water before and after cleaning. Avoid touching nose, mouth or eyes while cleaning.

### What items might be classified as unnecessary that we can remove?

These could include dental kits, shaving kits, vanity kits, sewing kits, shower caps, combs, stationery, tv station guides and magazines. Inform guests you can provide such items (if available at your premises) on request.

### How do we treat a private seating area?

If a room has a private terrace / balcony with seating this area must also be cleaned and sanitised between guests. Apply the same cleaning and sanitising practices as in other areas. Pay particularly attention to high touch areas like door handles, chair arm rests and railings. Remember to disinfect balcony class (if applicable).



### For homestays

Homestays should adapt the cleaning guidelines to suit their operations. If one person is responsible for all of the room cleaning, it is crucial they follow the guidelines to ensure a hygienic environment. This includes changing their gloves and disinfecting cleaning equipment between cleaning different rooms.

In addition, homestays should:

- Avoid storing extra pillows, blankets and towels inside guest rooms, to prevent possible contamination. These items can be provided on request.
- Ensure they provide soap to guests in rooms so they can practice good hand hygiene.
- Ask guests to sanitise hands before using a shared water dispenser. Regularly disinfect any shared dispensers or equipment, paying special attention to on/off buttons or switches.



### Don't forget:

- Between rooms, cleaning staff should remove and safely dispose of personal PPE, and wash hands thoroughly with soap and water.
- Cleaning equipment needs to be decontaminated between rooms.
- Maintain adequate amounts of disinfectants all times.

## Frequently Asked Questions

### **A guest only stepped out for 10 minutes to go to the ATM, do we really need to check them on arrival?**

Yes. All guests, staff, drivers, suppliers, service providers and visitors must be checked every time they enter the premises.

### **Where should we place hand sanitisers in guest areas?**

Ensure hand sanitisers with/without foot pedals (or ideally sensor operated) are available throughout your premises. This includes (but is not limited to) in and around the entrance, lobby, elevator, stairs, reception counter, corridors, restaurant/bar and washrooms.

### **How often do we need to clean the washrooms in our reception area?**

Common washrooms should be cleaned and sanitised at least three times per day. Implement a system to record when the cleaning was done, and by whom.

### **Can tour guides taking guests on day trips wait for guests in the lobby?**

They may wait in the lobby. They must undergo the health checks and decontamination process at the entrance and should provide their personal details and a COVID-19 self-declaration form.

**If children of guests are not behaving properly, what should we do?**

Discuss with the parents and remind them that children also need to follow the guidelines, including social distancing and good personal hygiene. Staff should stay 1.5m away from the children and not touch them directly. See Section 3: Guest Safety for more information on communicating with guests and handling non-compliant guests.

**Can non-residents dine at our restaurant?**

It is recommended not to allow non-resident guests to use your facilities, including restaurants and bars. If you do allow non-resident diners, they must undergo decontamination on arrival and you should record the following details: name, address, contact number, NIC/passport number, venue(s) visited and seating arrangements.

**How do we provide room service to a guest suspected of having COVID-19?**

Designate a staff member to provide room service to the guest. Follow the above procedures for delivery. For collection, all dishes, trays and utensils must be immediately handled separately: food must be scrapped, crockery and cutlery items washed separately. Consider using disposable food boxes and cutlery for guests in this situation to limit the risk of cross contamination. see Section 9: Emergency Response for more information on managing a guest with suspected COVID-19.

**Remember:**

## » Avoid contact:

- Staff should maintain a 1.5m social distance from guests at all times.
- Guests should also practice social distancing and keep a safe distance from other guests. Empower front office teams to remind guests of the social distancing requirements.
- Reorganise front of house spaces to make social distancing easy for guests.

## » Avoid exposure:

- Upgrade your process to digital where possible. This reduces the need for guests and staff to handle paper information forms/booklets, and makes your hotel information, like F&B menus, accessible from anywhere, at any time.
- Items that cannot be easily sanitised should be removed. This includes sculptures, ornaments and toys in guest areas.
- Good personal hygiene is an important prevention method against COVID-19. Use signs and posters to encourage guests to practice this, particularly in areas like the pool, common washrooms and changing rooms.

» Implement controls:

- COVID-19 means cleaning more thoroughly and sanitising. Train staff on the new procedures and use tracking sheets to make sure areas are sanitised with the required frequency
- Keep records of all guests, drivers and visitors for at least 90 days.
- Train staff to recognise symptoms of COVID-19 and to handle a guest who is unwell: screen, isolate and inform. Refer to Section 9: Emergency Response for detailed information on what to do if a guest/staff is suspected of having COVID-19.

# Section 5:

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## Working with Staff



How COVID-19 impacts staff, what is expected of staff in their daily duties, and how accommodation providers can manage these changes effectively.

## Working with Staff

In order for an accommodation provider to run successfully during COVID-19 times, there are measures that all staff will need to be trained on, and procedures they will need to follow in their daily work. In this section we will cover the following:

- A) How COVID-19 impacts staff
- B) How to assess the levels of risk in your establishment
- C) The main health and safety precautions that should be followed by staff in their daily routines

All staff members need to follow the guidelines that are detailed below to minimise spreading the virus to other staff members and guests. The instructions in this section are non-role specific, they apply to all members of staff and management.

This section also covers advice on managing staff during the challenges of COVID-19. And how to handle staff who are not complying with the regulations.

### Can you answer these questions?

- » What impact will the COVID-19 regulations have on different departments?
- » Which members of staff will be affected by the guidelines?
- » What decontamination procedures need to be completed when staff report for work?
- » Can staff report for work from an area in lockdown?
- » How often must staff washrooms be cleaned and sanitised?
- » What do staff need to do at the end of their shift?

### In this section we will:

- » Advise on managing staff during the challenges of COVID-19, including looking after their mental wellbeing.
  - » Detail the operational changes required to adhere to the COVID-19 guidelines.
  - » Explain the importance of good record keeping and why it matters for contact tracing.
  - » Detail the procedures staff need to follow when they arrive at work and at the end of their shift.
-

**Key points to note:**

- » COVID-19 guidelines apply to every member of staff, no matter how senior.
- » COVID-19 procedures will create new responsibilities, such as sanitising baggage and checking temperatures.
- » COVID-19 means increased cleaning and sanitising in all areas of your business.
- » COVID-19 means you need to adapt your staff procedures to reduce the risk of contracting or spreading the virus.
- » Staff that come from rural districts may require additional training and encouragement to raise their personal hygiene levels.
- » It is critically important to communicate clearly with staff and educate them of the health and safety procedures they need to follow.

## Managing Staff During COVID-19



### The impact of COVID-19 on staff

The COVID-19 pandemic is having a large impact on the way businesses operate. Implementing the guidelines required to re-open accommodation may mean many operational changes and these will have an impact on staff.

It is important that everyone follows the COVID-19 guidelines and this includes all members of staff and management. Employers should:

- » Educate staff on how the new regulations affect their work
- » Motivate them to follow the regulations
- » Monitor their compliance with regular spot checks and reviews.





## Adapting the duties of staff

The changes made to operate under COVID-19 mean that duties may increase or change. Accommodation providers may find that more staff are required for certain tasks and for roles that didn't exist before, for example:

- » Stationing waiters to serve food to guests at the buffet.
- » Additional cleaning staff to sanitise tables after each guest interaction.
- » Staff assigned to temperature check staff when they arrive for work.
- » Front desk staff assigned to disinfect the luggage of arriving guests.

In addition to possible changes in duties, all members of staff will have increased personal responsibilities for cleaning their own work environment and tools, e.g. front desk in staff must sanitise the stationary on the reception desk. To manage these changes, employers should:

### Identify:

- » Consider which department/team is responsible for implementing each guideline.
- » Consider how the guideline will affect the team/staff. Will it change or add to their duties?
- » Explain the requirements to staff clearly and how duties will change/increase.

### Implement:

- » Allow additional time for cleaning and sanitising measures to be completed.
- » Allocate sufficient resources (people and materials) for the duties required.
- » Ensure a sufficient supply of products - cleaning, sanitising, toilet paper, tissues etc.
- » Keep detailed records.

### Monitor:

- » Regularly check that the new procedures are being followed.
- » Conduct spot checks to ensure compliance, especially with hygiene and cleaning practices.
- » Record any areas of non-compliance and arrange training, resources or other support to rectify these.
- » Request feedback from staff on the new procedures and evaluate any gaps in planning with the RRT and MT to improve operations.

## Mental health

COVID-19 may change the way your staff carry out their duties and the way they interact with their colleagues. Outside of work, the regulations and social distancing measures mean that people cannot connect with their families and loved ones in the same way as normal. It is natural for a pandemic situation like this to have an impact on mental health.

Employers have a **duty of care** towards their staff and their staff's wellbeing. In the hospitality business, one of the things guests remember most is the quality of service - happy staff make for happy customers. Consider how you can help your staff through this difficult time. Some ideas:

- » Provide wifi so that staff can call and/or video call family.
- » Give regular updates on the situation, such as a weekly staff email. Keeping people informed reduces uncertainty.
- » Staff may be impacted financially. Can you offer them any resources on personal financial planning to help them master their finances.
- » Encourage staff to speak to their manager, or senior management about any concerns or worries.

## Communicating with staff during COVID-19

It is important to communicate clearly and frequently with staff during the COVID-19 outbreak. Staff need to be informed about:

- » The official guidelines and regulations, and any updates that are released.
- » The procedures they are expected to follow at work and why.
- » Role-specific guidelines and procedures.
- » How their roles are impacted by the guidelines, particularly if this involves a change in duties or additional responsibilities.
- » Who they can contact to discuss any questions or concerns.
- » How to report a problem or gap where guidelines are not being followed.

Clear communication is important for staff to do their jobs accurately, efficiently and safely.



### Means of communicating:

Due to social distancing, it may not be possible or advisable to hold all-hands team meetings. Employers should consider how to communicate while minimising the need for in-person meetings. This could include:

- » Holding meetings in small groups, or team by team.
- » Including only the heads of departments, who then brief their own teams.
- » Replacing in-person meetings with emails or video calls.
- » Using group communication, such as group WhatsApp chats, to share information, and updates.

### Education and training:

Employers must take responsibility to ensure that staff understand and follow the guidelines. With many requirements, there is a risk staff may forget or overlook certain steps, particularly as time goes on. Employers should conduct regular checks and ongoing training for their staff. This could include:

- » Conducting spot checks. Record the results and hold specific training sessions to tackle any problem areas.
- » Making a 5 minute role play part of morning team meetings, where staff can practice scenarios and gain confidence in following the guidelines. For example, how to handle a guest who doesn't want to wear a mask; what to do if a staff member shows respiratory symptoms.
- » Sending weekly email reminders focused on particular areas of the guidelines.
- » Using posters and visual aids to remind staff of the procedures.

### Keeping staff motivated

Try to create a positive environment where staff feel that following the guidelines is not a burden, but a new way of operating that will benefit everyone. Consider ways of boosting morale and motivating staff to do their best. This could include:

- » Sharing best practices.
- » Encouraging staff to make suggestions of things they see that could be improved
- » Sharing photos of smiling staff in PPE, happy guests and completed projects among the team using apps like WhatsApp.
- » Asking staff to nominate team members who are doing a great job for recognition / a reward.
- » Request feedback from staff via email surveys, or during team meetings on how the regulations are affecting them and their morale. Implement improvements based on the feedback received.

## Handling staff non-compliance

Any incident of staff not following the guidelines needs to be handled quickly and effectively.

- » **Explain:** Explain what the problem is and what should have been done.
- » **Educate:** Explain why it is important to follow that specific guideline/procedure. Make sure the staff member understands and agrees to follow the rules.
- » **Document:** Record any incidents of non-compliance and inform the RRT.

Repeated non-compliance should not be tolerated. It puts the safety of all staff and guests at risk.

## Record Keeping



In order to manage your hospitality business during the COVID-19 outbreak, you need to have strong management procedures in place. This includes your record keeping.

Employers must have up to date records on all staff, both full time and part time. Take time to check with staff to ensure the details you hold are still correct, as staff may have moved house or changed mobile number since starting work. These records should include:

- |  |  |
|--|--|
| <input type="checkbox"/> Full name       | Emergency contact details:                     |
| <input type="checkbox"/> NIC / ID number | <input type="checkbox"/> Name                  |
| <input type="checkbox"/> Contact number  | <input type="checkbox"/> Relationship to staff |
| <input type="checkbox"/> Personal email  | <input type="checkbox"/> Contact number        |
| <input type="checkbox"/> Home address    | <input type="checkbox"/> Address               |

### During operations, record the following information on your staff:

- » Shift pattern and break pattern.
- » Which team/department they worked in
- » Resident/non-resident. If resident, which dorm they slept in.
- » If they take staff transport or not
- » When on leave, dates and places they visited
- » Results of random PCR tests undergone

## Why is record keeping important?

The infectious nature of COVID-19 means that it can spread easily from person to person and from surfaces to person. It is crucial that you keep up to date records so that should someone become infected with COVID-19, effective contact tracing can take place.

COVID-19 symptoms may appear from 2-14 days after exposure to the virus. Records must be kept for at least 90 days. Refer to Section 1: Introduction for a breakdown of the records you should keep for staff, guests, suppliers and visitors.

## Understanding Risk



Accommodation providers should assess their back of house areas for their risk level for COVID-19.

Some areas are high risk because of increased exposure, such as:

- » Stewarding areas (where used dishware is handled)
- » Laundry (where soiled linen is handled)
- » Staff cafeteria (where people remove their masks to eat)

Some areas are high risk because of **increased contact**, such as:

- » Staff dormitories (multiple people staying together)
- » Staff washrooms (used by multiple people)

The WHO offers the following guidance on assessing exposure risk levels for the workplace:

**Low exposure risk:** Jobs or work tasks without frequent, close contact with the general public and other co-workers, visitors, clients or customers, or contractors, and that do not require contact with people known to be or suspected of being infected with COVID-19.

**Medium exposure risk:** Jobs or work tasks with close (less than 1 meter) frequent contact with the general public, or other co-workers, visitors, clients or customers, or contractors, that do not require contact with people known to be or suspected of being infected with COVID-19.

**High exposure risk:** Jobs or work tasks with high potential for close contact with people who are known or suspected of having COVID-19 as well as contact with objects and surfaces possibly contaminated with the virus.

## How to assess risk levels

As well as a risk assessment for back of house areas, an additional risk assessment should be carried out for each job or group of jobs. Some roles may have a different level or risk, and different tasks may have different levels of exposure. When conducting a risk assessment for a role (or group of roles), consider the following factors:

1. The environment
2. The task
3. The threat (if any), e.g. some roles may require interacting directly with a guest who is unwell



Some staff may be at a higher risk of developing severe COVID-19 illnesses because of their age or pre-existing medical conditions. This should be considered in the risk assessment for individuals. Some staff, such as those who come into frequent contact with others, such as security, housekeeping, drivers and delivery workers, may be at an increased risk of exposure.

The management should consult with the staff and regularly update the risk assessments for work-related exposure to COVID-19.

Staff should be issued with guidance on key preventative measures including:

1. Hand hygiene
2. Respiratory hygiene
3. Social distancing
4. Regular cleaning and disinfection practices
5. Understanding and communicating about risk
6. Managing people with suspected COVID-19, and their contacts.

## How can risk be controlled?



The same principles and methods for controlling risk in guest areas apply to staff and back of house areas. Refer to Section 3: Guest Safety for a detailed breakdown of how to manage different types of risk.

## Procedures For Staff in their Daily Routine



### Don't forget

All staff should maintain high levels of personal hygiene at all times. Follow the instructions in Section 2: Hygiene and COVID-19 and put up posters to remind staff.

In order to operate safely, employers must integrate health and hygiene measures into their staff's daily routine. These require actions by the management to prepare the physical environment, establish the protocols, educate staff on the new procedures and enforce them in practice.

The below table shows measures that need to be implemented by the management to prepare for staff arrival at the workplace. It is followed by a flow chart showing the exact steps that the staff must follow each time they come to work.

Operational requirement	Location	How to implement this	Reason
Dedicate one common entrance for all staff to use when reporting for work	Staff entrance	<p>Select one entrance and inform staff.</p> <p>Put notices or physical barriers at other entrances.</p> <p>Get staff to wash or sanitise hands.</p>	To ensure all staff are COVID-19 checked on arrival.
Set up temperature checks at the staff entrance.	Staff entrance.	<p>Prepare a log book to record staff names &amp; temperatures.</p> <p>Ensure the mobile thermometer is in good working order.</p> <p>Assign and train staff to check and record temperatures.</p> <p>Place markers on the floor 2m apart where staff can queue up.</p>	<p>Prevent sick people from arriving for duty and spreading the disease.</p> <p>For contact tracing purposes.</p> <p>To maintain social distancing.</p>
Implement social distancing in the locker room	Locker room	<p>Control the number of staff using the facilities at one time so that 1.5m distancing can be maintained.</p> <p>Remove excess furniture that may encourage close contact.</p>	To maintain social distancing.

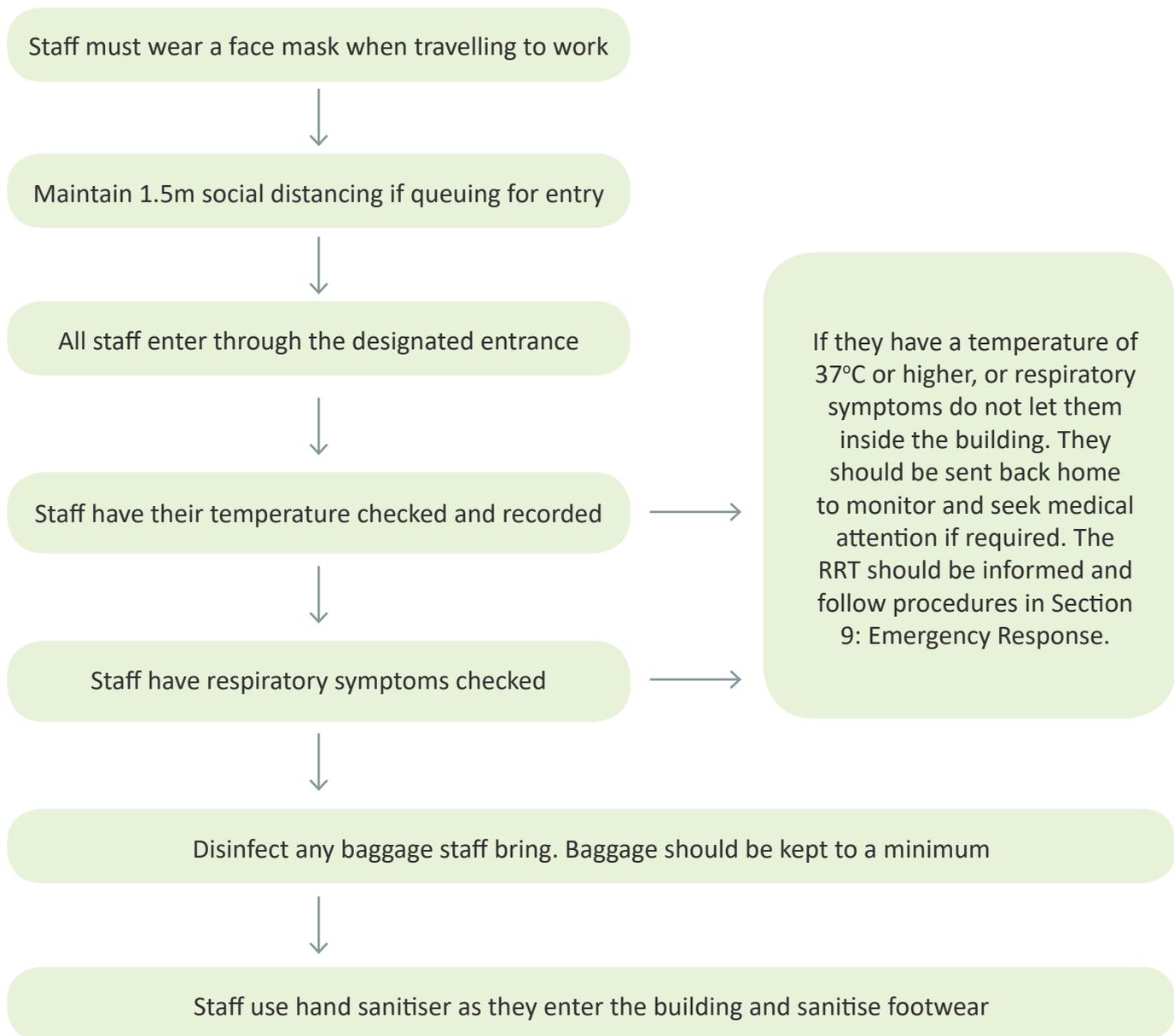
Operational requirement	Location	How to implement this	Reason
Storage for outside clothing and footwear	Locker room	Provide lockers and shoe racks for staff to store their outside clothes.  This needs to be separate from storage of clean uniforms and footwear.	To limit cross contamination.
Hand washing facilities	Entrance / Locker room / changing room	Provide hand washing facilities with soap and/or hand sanitiser	To maintain good personal hygiene.  To avoid cross contamination
PPE supplies	All areas	Stock up on PPE including face masks, disposable gloves, eye protection and gowns/overalls. Have available for staff at the entrance.	To minimise the spread of the virus.
Fresh uniforms daily	Locker room	Prepare to launder uniforms more frequently than usual.  Fresh uniforms should be covered and stored away from staff's outside clothes.	To limit cross contamination.
Hygienic work shoes	Locker room	Clean work shoes to be stored in the locker room, away from outside shoes.  If work shoes are not provided, outside shoes should be thoroughly disinfected.	To limit cross contamination.
Wash the outside clothes of residential staff when they arrive.	Laundry	Wash residential staff's outside clothes separately.  Once clean, return to staff in a covered bag/pack.	To limit cross contamination.
Set up record book(s) for staff, supplier and visitor details	Management office	Information collected from different departments should be stored safely for at least 90 days.	For contact tracing purposes.

## Staff decontamination



To avoid any possible cross contamination it is important that staff follow strict procedures on arrival at work. This includes checks at the staff entrance and changing clothes before they begin any duties. Day staff should follow the following procedures:

### On arrival:

**Note:**

Resident staff coming from the staff accommodation (as opposed to day staff) should have their respiratory symptoms and their temperature checked and recorded on a daily basis. When reporting to work after leave, they should only bring minimum clothing/belongings with them.



### After arrival

Staff go directly to the staff locker room (or staff accommodation if resident)



Staff remove their personal clothes and footwear and store in the lockers and racks provided



Staff shower properly using soap



Staff sanitise their hands before touching the fresh uniforms. This is to avoid contamination of the fresh uniforms



Staff put on the fresh uniforms and disinfected shoes provided



Staff wear masks and other PPE as required by their role



Staff can now begin their duties

**At the end of their shift:**

Staff use hand sanitiser when entering the locker room



Remove PPE and dispose of into closed bins provided



Remove uniforms and work shoes, place them in the laundry basket for washing



Staff shower properly using soap



Staff wash/sanitise hands before touching their /personal clothes



Staff change into their personal clothes to depart



Staff depart through the same designated entrance/exit

**When arriving for work staff should:**

Do	Don't
✓ Arrive at work wearing a mask	✗ Show up for work if you have a temperature over 37°C or any other symptoms of COVID-19
✓ Go to the staff locker room after arriving	✗ Bring unnecessary clothing or baggage
✓ Maintain social distancing at all times, including when changing	✗ Arrive at work wearing your uniform.
✓ Remove personal clothes and footwear and store safely	✗ Take detours or stop to chat to colleagues after arriving and before changing
✓ Wash hands thoroughly before putting on a fresh uniform	

**Don't forget**

Staff should wear masks when in public areas outside of work. This is especially important on public transport, when there is an increased risk of contact and exposure.

## What to Do if a Staff Member Becomes Unwell



If a staff member is feeling unwell, has a temperature over 37°C or any other COVID-19 symptoms (coughing, nasal congestion, difficulty breathing etc.) it is important to screen, isolate and inform.

Section 9: Emergency Response covers in detail how to manage a suspected COVID-19 case and what action to take if COVID-19 is confirmed. Here is a brief summary of the immediate action to take:

- 1.Screen:** Trained staff wearing PPE should screen the person for COVID-19 symptoms and take their temperature.
- 2.Isolate:** Relocate the staff member to the designated isolation area. Do not allow them to continue working or to mix with other members of staff.
- 3.Inform:** Inform the RRT who will contact the relevant medical authorities. Follow all instructions given by the authorities.

## Frequently Asked Questions

### **Do we need to check staff every time they report for duty?**

Yes, it is important to check the health of staff every time they come to work. It is possible that between shifts or overnight they could start showing COVID-19 symptoms.

### **Can staff reporting for duty come from lockdown areas?**

No. Any person entering the premises should not be from an area subjected to a medical lockdown or self-isolation/home quarantine. Such persons should be refused entry and immediately reported to the RRT for direction and further action.

### **We don't have a staff shower, what should we do instead?**

Showering with soap and water is an important hygiene step that reduces the risk of cross contamination if staff have picked up harmful particles outside of the premises. It also helps staff feel fresh and ready to start work. If you don't have a shower, staff should use the staff washroom facilities to wash with soap before they change into their uniform. Remind staff that practicing good personal hygiene is important at all times.

### **Can staff come to work in their uniform?**

No, staff should change into a fresh uniform at work, after washing. It is possible for harmful particles to be picked up at home, or on the commute to work. Changing at work reduces the risk of these harmful particles spreading into the working environment.

### **Can staff wear the same uniform for several days?**

COVID-19 means that all hygiene practices need to be of the highest standard to reduce the risk of the virus being contracted and/or spread. You need to adapt or increase your laundry procedures so that you can provide staff with a fresh uniform every day. If you use an external laundry service, make sure they are also following the guidelines to operate safely and to avoid contamination of the clean laundry when during delivery.

### **Can I force staff to wear a face mask?**

Face masks must be worn for the safety of all your staff and guests. Other PPE should be worn as required by the role and following advice from the authorities.

**Remember:**

## » Avoid contact:

- All staff should wear masks and abide by the safe 1.5m social distancing rules.
- Adapt meetings and daily briefings for social distancing. Consider if you need the team to meet in person, or if the information can be communicated over a call / email.
- Make changes to your staff areas to remove hot-spots for gathering and space out work stations.

## » Avoid exposure:

- Don't allow staff to turn up for work if they are feeling unwell or have any symptoms of COVID-19.
- Make hand sanitisers easily accessible in all staff and back of house areas.
- All staff must follow the decontamination procedures when they arrive for work.
- If a member of staff shows symptoms of COVID-19, take immediate action to isolate them and contact the relevant authorities. See Section 9: Emergency Response for more information.

## » Implement controls:

- All staff must abide by the guidelines, whether they are full time, part time, temporary, permanent, resident or non-resident.
- Conduct compliance spot checks and address any problem areas with staff training.
- Any non-compliance by staff should be reported and tackled as a priority matter. It risks the safety of all your staff and guests.
- Keep records of staff, visitors, suppliers and guests for at least 90 days.

# Section 6:

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## Back of House



Practical guidelines on how to operate your back of house and staff areas, a space by space breakdown.

## Back of House, Operational and Staff Areas

COVID-19 means there will be new health and safety precautions introduced to accommodation establishments. Managers need to understand these and be able to train all their staff in the different procedures. This practical section will look at how staff can eliminate, minimise or control COVID-19 health and safety risks in their own establishments as well as safety precautions in areas in the back of house including the kitchen, laundry and staff accommodation.

Larger establishments will have clearly defined back of house areas, while smaller establishments, in particular homestays, may not. Specific examples are provided throughout to show how homestays and small establishments can adapt and implement these guidelines to suit their operations.

### Can you answer these questions?

- » Which members of staff are allowed in the kitchen area?
- » What must staff wear in the stewarding area?
- » How should soiled linen be transported from rooms to the laundry?
- » What is a safe social distance inside the staff cafeteria?
- » Can staff wear their own footwear inside the staff accommodation?

### In this section we will:

- » Explain how the COVID-19 health and safety precautions apply to different areas of your back of house operations.
- » Discuss what staff should and shouldn't do.
- » Outline particular measures that you should implement in the kitchen, laundry, staff cafeteria, staff accommodation and goods receiving areas.

### Key points to note:

- » Hand sanitisers should be made available in all areas where staff work, in easily accessible positions.
  - » Staff from other departments should not be allowed into the kitchen or stewarding areas. Social distancing should be maintained at all times.
  - » Every precaution should be taken to avoid cross contamination of linen.
  - » You may need to adjust your shift schedules so that only a safe number of staff are taking breaks or in the cafeteria at any one time.
-

## Kitchen



In order for the kitchen and stewarding area to run successfully, there are specific procedures staff need to be trained on and to follow in their daily work. There may also be operational changes the management needs to make to the way these areas run. Accommodation providers should also consider the types of food they offer and make adjustments to their menus to operate efficiently and safely under COVID-19.

### Prepare for operations:

Thoroughly prepare your kitchen to reopen. Equipment should operate at the correct temperatures and ventilation systems need to be in good working order to reduce the risk of COVID-19 spreading.



All staff should wear proper attire and face masks (and gloves if necessary) at all times. Before reopening, employers should:

### Clean and sanitise:



- » All areas of the kitchen including floors, equipment and work surfaces.
- » The exhaust canopies including the grease filters.
- » The exhaust fans to ensure good functionality of the exhaust system.
- » The interior of food storage equipment including doors and door gaskets.

### Check:

- » All equipment is in good working order. Pay special attention to the cold storage equipment and food warmers, these must maintain the correct temperature.
- » The dishwasher and the glass washer are in good working order and that they maintain the rinse temperatures correctly.

**Organise:**

- » Ensure as much cross-ventilation as possible.
- » Install sneeze guards on counters and food passes.
- » Designate an area for the storage of clean and sanitised PPE, ready for reuse.
- » Provide hand sanitiser in different areas of the kitchen so that staff do not need to leave their working area to access it.

**When the kitchen is operating:**

The Chef on duty should ensure that the staff are fully conversant with the required hygiene standards and conditions, that they are uniformed with face masks (gloves if needed) and wearing dedicated and sanitised footwear.

**During operations:**

- » Sanitise all work surfaces before commencement of the work shift.
- » Regularly mop and sanitise the kitchen floor.
- » Clean and sanitise the work surfaces regularly, and after each operation.
- » Wash and disinfect mops and brushes used for cleaning purposes, and dry.
- » Keep uncooked food covered at all times and follow recommended procedures for food safety.
- » Prepared food should always be covered and stored at the correct temperature.
- » Washed cutlery, crockery and glassware should be properly covered and stored.
- » There should be no cross contamination of washed and disinfected cutlery, crockery and glassware during storage and transportation to the final user point.

**At the end of the service/day:**

- ⌚ Sanitise chopping boards and knives by immersing in a dedicated sanitising bath.
- ⌚ Clean and sanitise pots and pans and other utensils.
- ⌚ Clean and fully drain dishwashers and glass washers.
- ⌚ Clean and disinfect all other kitchen equipment, surfaces, floors and walls.
- ⌚ Wash and disinfect mops and brushes, and leave to dry.

**What should staff working in the kitchen do?**

Food handlers must regularly wash their hands. This includes (but is not limited to) before starting, before preparing or handling food, after handling waste, after using the toilet, after blowing their nose, sneezing and coughing, after eating, drinking or smoking.

Do	Don't
✓ Strictly confine themselves to their working area.	✗ Allow non kitchen staff to enter the kitchen area.
✓ Maintain 1.5m safe social distancing at all times.	✗ Remove face masks or caps.
✓ Wear uniforms and face masks (and gloves if required)	✗ Share utensils or equipment without sanitising it first.
✓ Wear proper uniforms and accessories for their role e.g. waterproof aprons and footwear when pot washing.	✗ Store cooked or uncooked food uncovered.
✓ Regularly wash and sanitise their hands.	✗ Allow cross contamination of dirty and clean crockery, cutlery or glassware.
✓ Avoid touching eyes, nose or mouth.	✗ Walk around or mix with other staff outside of their working area

**Preparation of food, and menu planning**

Adjust your menu planning and meal services to minimise food handling and avoid excess waste. This is important to reduce the risk of the virus spreading through direct contact or cross contamination.

- ⌚ Keep all cold storage equipment (freezers and chillers) clean at all times. Maintain the correct temperatures (minimum -18°C for freezers and +1°C to 5°C for chillers) and monitor and record the temperature at regular intervals.
- ⌚ Store all items in sanitised, covered containers with their production and expiry dates clearly marked. The containers should be cleaned, sanitised and dried after each use.

- » If you are producing hot food in bulk ensure the food is well covered and stored in hot food holding equipment at a minimum temperature of 65°C.
- » Use clean, sanitised utensils when handling ready to consume foods. These utensils should not be shared.
- » Discard food that may have been contaminated by coughs or sneezes.
- » At action counters (if used) staff should wear fresh, clean uniforms, face masks and frequently sanitise their hands.



### Don't forget

The SLTDA advises to strictly practice the HACCP guidelines in the preparation and storage of food items. For further information visit: <https://www.fda.gov/food/hazard-analysis-critical-control-point-haccp/haccp-principles-application-guidelines>

### How do our menus need to change?

À la carte and set menus are strongly recommended as these minimise unnecessary food handling and avoid excess waste. Items on your menus should be simple and easy to prepare.

For example, desserts that are prepared in portion size are preferable to desserts that are made in bulk. The use of cut fruit is also recommended as both of these avoid complicated preparation, and minimise handling of the food in serving. The same approach can be applied to simple, portion sized appetizers.

It is recommended to carry out hot food production on request, practicing the 'Pan to Plate' concept.



### For homestays

Many homestays provide breakfast to guests and may provide an evening meal on request. Ask your guests to select their dishes and meal time in advance, for example to choose their breakfast the night before. This will reduce the risk of contamination of prepared food and help you avoid waste.

### Can we operate in room dining?

In room dining needs to follow strict hygiene practices that cover the food pick up, delivery and clearance, but might be encouraged in order to reduce congestion in restaurant areas. Refer to Section 4: Guest Areas for these guidelines.

### Can we operate a buffet?

À la carte and set menus are preferred to buffets however, if you choose to operate a buffet, see Section 4: Guest Areas for further guidelines.

### Disposal of kitchen waste:

Kitchen waste must be disposed of in a safe and secure manner to reduce the risk of cross contamination.

- Use colour coded, foot-operated trash bins to correctly dispose of the different waste materials.
- After use, emptied trash bins should be thoroughly washed, cleaned and sanitised. Clean bins should be left to dry before being reused.

### What should staff handling waste do?

- Wear suitable protective gloves, boots and other PPE as required. Use utensils to minimise physical handling of the waste.
- After the waste handling is complete, remove protective gear and clean and sanitise the gear for reuse (or dispose of it in close bins if non-reusable). Sanitised gear should be placed in the allocated areas at the end of each day's operation.
- After handling waste, wear clean footwear and sanitise themselves before returning to the kitchen area.

## Stewarding / Still Room Area:



It is important that the stewarding / still room area remains hygienic so that the items used by guests are not contaminated. Storage areas should be regularly cleaned and disinfected.

### Prepare operations:

- Provide staff with dedicated footwear for the stewarding area. This should not be worn anywhere else. Arrange a washable footwear storage rack outside the stewarding area for staff to store their footwear.
  - If this is not possible, arrange for staff to disinfect their footwear before entering the stewarding area.
- Disinfect the work area before the commencement of work. This includes floors, walls, work surfaces and racks.

### During operations:

- Used dishware should be washed immediately.
- Manually scrape off food from plates before washing. Minimise the use of sprayers to remove food and residue as this may release infected particles into the air.
- Regularly clean and disinfect carts and trays used to transport used dishware.
- Maintain a separation between used and clean dishware to avoid cross contamination.

- » At the end of the day, the work area should be cleaned and disinfected. This includes floors, walls, work surfaces and racks.
- » When not in use, e.g. overnight, the area should be locked to prevent access.

**What should staff working in the stewarding area do?**

Do	Don't
✓ Wash hands properly and/or sanitise hands before starting work.	✗ Allow other staff to enter the stewarding/still room area.
✓ Maintain 1.5m safe social distancing at all times.	✗ Enter without changing or disinfecting footwear.
✓ Wear face masks, aprons and caps when handling clean cutlery, crockery and glassware.	✗ Remove face masks or caps.
	✗ Forget to wash and/or sanitise hands before entry.

## Laundry



Changes to the laundry operation may be needed to ensure that there is no cross contamination between soiled and clean linen. There is a risk of the virus spreading if cross contamination is allowed. This separation needs to occur throughout the laundry and housekeeping process, including collection from rooms, transportation to the laundry, washing, drying and storage.



What are the main hazards?	How can you minimise the risk?
Used linen may be a source of contamination.	<p>Store used linen in closed bins.</p> <p>Wear heavy duty or latex gloves when handling soiled linen &amp; laundry</p> <p>Wash at the highest temperature recommended by the manufacturer</p> <p>Plan the flow of your laundry room to minimise the risk of soiled linen cross contaminating clean linen.</p> <p>Change bed linen less frequently, every 2 or 3 days, unless the guest makes a request.</p>
Machines and surfaces in the laundry room may be touched by many different people, creating a risk of cross-contamination. If people touch the surfaces and their faces, the virus could be spread.	<p>Clean facilities regularly.</p> <p>Sanitise frequently touched surfaces, particularly washing machine and dryer doors and handles.</p> <p>Avoid sharing equipment.</p> <p>Wear masks and other PPE as appropriate.</p>

### Prepare for operations:

- » Thoroughly clean all laundry equipment. Pay special attention to the interior surfaces of washers and dryers.
- » Remove all washed and unwashed linen from the laundry, then wash/disinfect all surfaces of the laundry.
- » Wash/disinfect all surfaces of the linen room (if separate).
- » Clean all laundry baskets, trolleys, tables and shelving. Disinfect where possible.
- » Arrange suitable cloth bags or trolleys to bring soiled linen from different places to the laundry room.
- » Clearly mark laundry bins, bags, trolleys as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- » If the linen room is separate from the laundry, provide suitable covered trolleys or closed bags to deliver clean linen to the linen room.
- » Carefully plan the flow pattern for your laundry. This should take into account social distancing and minimise the risk of cross contamination between soiled and clean linen.

**During laundry operations:**

Collect laundry from guest rooms in covered cloth bags/trolleys.  
Staff should wear gloves.



Soiled linen is received and sorted with minimum handling.



Staff discard gloves and sanitise hands immediately after handling soiled linen.



Wash linen on the highest temperature setting that is recommended by the manufacturer's instructions



Staff sanitise hands before handling clean linen



Group clean linen into items before being sent to the linen room



Clean linen is sent to the linen room (if separate) using covered trolleys

**When handling laundry staff should:**

Do	Don't
✓ Wear a face mask.	✗ Allow cross contamination between soiled and clean linen during transport or washing.
✓ Wear disposable gloves. Discard them after each use.	✗ Place clean linen on the same surface as soiled linen. It must be disinfected first.
✓ Sanitise hands after touching soiled linen.	✗ Share products or equipment with other staff. Equipment, such as machine handles and buttons, should be sterilised before other staff use it.
✓ Sanitise hands before touching clean linen.	✗ Work closely with other staff. Maintain a safe 1.5m social distance.
✓ Dry items completely.	✗ Shake soiled laundry as this may disperse germs through the air.
✓ Transport linen in covered trolleys or cloth bags. Use separate bags for soiled linen and clean linen.	

**For homestays**

It is important to keep soiled linen separate from any other items. If your washing machine is inside the main house, pay close attention to ensure that soiled linen cannot contaminate any of the surfaces.

- ④ Dedicate a container/hamper with a lid to be used for soiled laundry only. Choose one with a plastic lining if possible for ease of disinfecting.
- ④ Wear gloves and a mask when collecting soiled linen from guest rooms and place immediately into the closed container.
- ④ Take this to the washing machine and immediately wash, do not place soiled linen on the floor/counter. Disinfect the soiled laundry container.
- ④ Remove your soiled gloves before using the washing machine control panel. Wash hands with soap and water.
- ④ Dry items thoroughly before folding and storing in a covered container / bag.

### How do I store linen?

All clean linen should be stored and covered to prevent contamination.

Note, it is preferable to use disposable napkins and table settings where possible.

### What if my laundry is outsourced?

If you outsource laundry, establish a protocol to ensure that the clean processed laundry is safely returned. It should not be cross contaminated during transport, or at storage upon receipt. Make sure the laundry service is keeping soiled and clean laundry separate on their premises. See Section 7: Suppliers for more information on handling deliveries and interacting with suppliers.

## Supporting Services



Any support services should be maintained in good working order at all times. This includes:

- » Electricity
- » Communications (e.g. telephones, internet)
- » Water supply (hot, cold and central)
- » Effluent treatment plan
- » Air conditioning system (central, single, multi split and VRV)
- » Air side equipment

### Why is this important?

A malfunction in any of the above areas could compromise the measures put in place to keep your operations safe and secure. This would create an unnecessary risk to your guests, staff and all related stakeholders.

## Service Elevators



Service elevators (and guest elevators) have an increased risk of exposure because people have to stand close together in a confined space, and an increased risk of contact because multiple people touch the same surfaces. This risk needs to be managed with operational changes. Refer to Section 4: Guest Areas for the guidelines on guest elevators, which also apply to service elevators.



## Goods Receiving Area

As part of daily business operations you will have deliveries and interactions with different suppliers and stakeholders. These could include deliveries of fruit, vegetables, meat, fish, dry goods, laundry, cleaning supplies. It is important to take the necessary steps to safeguard against the risk of COVID-19 in the operations of the goods receiving area and in staff interactions with suppliers.

See manual Section 7: Suppliers for a detailed breakdown of how to interact with suppliers.

The goods receiving area may need to be adapted to operate under the COVID-19 guidelines. Employers should:

### Prepare the area:

- » Check the floor of the goods receiving area for any cracks or damage and make repairs. The floor should be in good condition, waterproof and easily washable.
- » Install a stainless steel sink with hot and cold water via a mixer tap, and a stainless steel table to place products on after they are washed.
- » Arrange an appropriate facility for the washing and disinfecting of fruits and vegetables received. This should take place before they are taken into the stores.
- » Make hand sanitiser and washing facilities easily accessible to all. Ensure that staff wash and sanitise hands after handling each delivery, and between handling different types of items.
- » Provide heavy duty or latex gloves for use when unloading deliveries.
- » Inform your suppliers of your expected packaging standards of delivery. Dry goods, fish and meat should be delivered in covered containers.
- » Arrange suitable cleanable containers to transport goods from the receiving area to the stores. These should be washed and disinfected after each use.



### For homestays

If you do not have a dedicated good receiving area, create a space in the back of the house where deliveries can be washed and disinfected. Ideally, this should be accessible without needing the supplier/goods to walk inside the house. Make sure washing facilities are available. Do not bring items into the house/storage room until you have disinfected them.

## Staff Cafeteria



In the staff cafeteria staff can relax and refresh themselves however, COVID-19 means it can no longer be a place where all the staff gather together at the same time. Social distancing and other hygiene measures must be implemented to protect staff from harm, and guests from risk. Employers should:

### Prepare operations:

- » Arrange dining tables and chairs to ensure 1.5m social distance between seats.
- » Install hand sanitisers on either side of the main entrance door of the cafeteria.
- » If meals are served as a buffet, install sneeze guards.
- » Provide adequate hand washing facilities and supply of soap/liquid soap, ideally from dispensers with a sensor.
- » Remove shared items, such as condiments, from the tables. The use of any shared items should be minimised.
- » Wash and sanitise all tables and other surfaces at the start of the day.
- » Allocate meal times for different departments/teams to reduce exposure.
- » Stagger meal times to avoid overcrowding and maintain a safe 1.5m distance between staff in the cafeteria.

### Example:

The manager of a small hotel assesses his staff cafeteria and realises he can only accommodate four diners and one serving staff safely in the cafeteria. Usually he has most of his 18 staff dine at the same time. He needs to implement new measures to follow the 1.5m social distancing. He makes these changes:



- » Arranges the tables and chairs so staff will have to sit 1.5m apart.
- » Removes excess chairs and tables from the room. Places tape 'X's on chairs that can't be removed.
- » Explains to staff that the changes are being made for their safety.
- » Adjusts the staff schedule so that four staff from the same team (e.g. housekeeping) dine at the same time. They are given a time slot to eat in. After they leave, the tables are disinfected and the next four staff enter.



### During operations:

- » Wash all cutlery and crockery in an automatic dishwasher or using hot water.
- » Wash all glassware in an automatic glass washer or using hot water.
- » Wash and sanitise all tables and other surfaces after every meal.
- » Wash and disinfect the entire cafeteria floor, walls, glass panels and doors at the end of each day's activities.

### Staff Accommodation:



It is the responsibility of the accommodation provider to ensure that the accommodation provided for staff is in good condition and hygienically maintained. COVID-19 means you may need to clean the staff accommodation more thoroughly. It also means you may need to allow more space or reduce the number of staff in a dormitory room to maintain a safe 1.5m social distance between people.

Resident staff must abide by the guidelines while in the staff accommodation and follow all instructions provided, as well as maintaining good personal hygiene. Make sure that staff understand what is expected of them while resident and ensure they take the guidelines seriously. Employers should:

#### Prepare operations

- » Take all possible measures to avoid overcrowding in staff accommodation and dormitories. This may mean less staff can stay in a room than normal.
- » Provide a washable shoe rack outside the accommodation entrance for staff to store footwear.
- » Display COVID-19 guidelines and details of the health and hygiene measures adopted by the business in notice boards and other relevant places. All members of staff should adhere to these guidelines.
- » Restrict visitors allowed into the premises and record the details of any visitors for contact tracing purposes.

- ⌘ If possible, arrange a dedicated vacant room for use in case any member of staff has COVID-19 symptoms. Follow the guidelines in Section 9: Emergency Response should any staff have a fever, or other COVID-19 symptoms.

### **During operations:**

- ⌘ Maintain a hygienic environment with daily cleaning and disinfecting of staff rooms.
- ⌘ Staff washrooms (resident and non-resident) should be cleaned and disinfected at least three times per day.
- ⌘ Bed linen and pillow cases provided for the resident staff should be laundered as necessary.

### **What actions do staff need to take?**

**Before entering the staff accommodation** staff should:

- ⌘ Wash hands with soap and water or use a hand sanitiser.
- ⌘ Remove shoes/slippers and store outside in the rack provided.

**Inside the accommodation** staff should:

- ⌘ Maintain a safe 1.5m distance from other members of staff, including in rest areas, while changing rooms, and when sleeping.
- ⌘ Avoid playing games like chess, carom, cards etc. as safe social distancing requirements are difficult to maintain.
- ⌘ Avoid sharing items including mobile phones, pens, pencils, food/drinks, cigarettes, combs and personal dressing items.

## **Driver Accommodation**



If you provide driver accommodation you must apply the same level of attention as in staff accommodation.

### **Prepare:**

- ⌘ Assess how many drivers you can accommodate while maintaining social distancing in the accommodation. Avoid shared rooms if possible.
- ⌘ Provide hand sanitiser and soap. Washing facilities must be in good working order.
- ⌘ Keep tour operators updated of relevant changes in arrangements for drivers.

**When in use:**

- » Record the driver's details for contact tracing purposes: name, address, phone number, NIC number, vehicle number, guest(s) name and time of arrival/departure. Keep records for 90 days.
- » Drivers should remove footwear before entering the accommodation and store in racks provided. It is recommended drivers wash before entering.
- » Thoroughly clean and disinfect the accommodation before and after each driver stays, and during their stay.
- » See Section 7: Suppliers for more information on interacting with drivers.

**Staff Transport:**

If you provide your staff with transport, take special care to ensure that the transport meets the COVID-19 guidelines and the staff are not exposed to any unnecessary risk.

- » Vehicles should be cleaned and disinfected before transporting passengers to prevent possible cross contamination. This includes seats, door handles, interior door panels, windows and locks.
- » Arrange a vehicle with an appropriate seating capacity for your staff to maintain at least 1.5m distance inside the vehicle. Put tape, or 'do not sit' signs on seats to prevent staff from using them.
- » The staff must refrain from handling the vehicle doors. A designated officer must be present to open and close the vehicle doors for the passengers.
- » You may need to allow extra time for staff to embark and disembark while maintaining a safe social distance.
- » All staff must wear masks while in the vehicle.

**Don't forget**

1.5m social distancing should be maintained by the staff at all times. This includes in the staff accommodation, in staff changing rooms and in all other common areas.

## Office Environment

In administrative areas, such as offices, social distancing must be maintained and furniture may need to be rearranged to reduce the risk of exposure.

### Prepare:

- » Arrange furniture to allow 1.5m distance between desks and chairs. If possible, staff should sit facing away from each other and not directly opposite. Remove excess furniture.
- » Install hand sanitiser at the entrance and ensure staff use it when they enter.
- » Limit the number of staff working in the office to a safe number.

### During operations:

- » Staff should use hand sanitiser when they enter.
- » Restrict access to essential persons only.
- » Do not allow staff to hot desk, share seats or stationary items.
- » High touch surfaces such as light switches, the AC remote, printer controls and door handles should be cleaned and sanitised at the start of the day and multiple times per day.
- » Open doors and windows if possible, to increase ventilation.

## How Do Back of House Cleaning Practices Need to Change?



COVID-19 can live on surfaces for several days. Accommodation providers need to update their cleaning procedures and clean and sanitise more frequently in staff areas.

Item	Procedure	Frequency
Staff washrooms (resident and non-resident)	Clean and sanitise thoroughly	At least three times per day
Staff lockers (resident and non-resident)	Clean and disinfect	Regularly Before and after every main shift
Staff uniforms	Segment and wash by department/team, if possible	Regularly

Item	Procedure	Frequency
Uniforms, dusters and wiping cloths	Replace with fresh ones	Daily
Dusters and wiping cloths	Replace with fresh ones	At least three times per shift

Refer to Section 2: Hygiene for further information on how to clean and disinfect.



### Don't forget:

- » Make sure you have sufficient supplies of cleaning products, dusters, wiping cloths and uniforms to fulfil these requirements.
- » When cleaning and sanitising, staff should wear heavy duty or latex gloves.

## Frequently Asked Questions

### Who is responsible to ensure these procedures are followed?

The responsibility for monitoring, recording and reporting any shortcomings in implementing procedures lies with the RRT leader. They should report to management to ensure that procedures are correctly implemented and appropriate action taken.

### We try to be sustainable, but following these guidelines means an increase in single use items. How can we manage this?

The procedures and guidelines to operate under COVID-19 do demand an increased use of non-biodegradable items such as polythene products. To avoid an adverse impact of this waste on the environment, implement procedures to collect this waste separately and send it for disposal in consultation with the government authorities.

### Should all guest bedding be washed (e.g. pillows, mattress protectors, cushions) as well as sheets?

Bedding that comes into direct contact with a guest should be washed before the next booking. Other items should follow routine practice.

### Resident staff want to be able to relax and enjoy themselves when off-duty, but the guidelines say they can't play games, why?

COVID-19 can spread between people. If one staff member becomes infected they could easily spread it to others. That is why even when off-duty staff still need to follow the social distancing and health and hygiene guidelines, such as wearing a mask. Staff should avoid gathering close together, and sharing items. Playing games like cards would involve sitting closely together and touching the same cards. It is better to avoid any activities that put staff at risk.

**Remember:**

## » Avoid contact:

- Reduce the density of staff physically present and prevent staff mingling unnecessarily.
- Stagger meal times to avoid overcrowding in the staff cafeteria or break room.
- Ensure staff abide by 1.5m safe social distancing even when on breaks and in the staff accommodation.

## » Avoid exposure:

- Ensure soiled and clean items such as linen are kept separate during collection, transport, washing and storage.
- Check that suppliers follow guidelines and ensure staff process goods thoroughly when deliveries arrive.
- Maintain high hygiene standards in all back of house areas. Clean and disinfect regularly.

## » Implement controls:

- Implement the guidelines and have a clear process for reporting any breaches or gaps to the RRT.
- Educate staff on the changes, making sure they understand that following the guidelines is important for their safety as well as the safety of their colleagues and guests.
- Empower supervisors and managers to check guidelines are being followed and take action if any gaps or breaches are identified.

# Section 7:

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## Suppliers



This section covers the safety measures accommodation providers must take when allowing suppliers and deliveries into their premises.

## Suppliers

Suppliers are anyone from outside the accommodation establishment who come onto the property to perform a service. This could be security staff, ground people, repairmen or delivery people.

Since accommodation establishments need outside workers in order to run efficiently, these suppliers are a vital link in the chain. However, with more people entering a property, the greater the risk of the COVID-19 virus being spread.

This section will consider the hazards posed by suppliers and how to minimise those risks. Managers should evaluate their own establishments' COVID-19 health and safety precautions when dealing with suppliers.

“Suppliers” in this context include those who may come inside the premises for business purposes or to provide services. This includes (but is not limited to):

- » Suppliers of goods
- » Security personnel
- » Drivers
- » Casual/contractual workers
- » Visiting masseuse and spa therapists
- » Visiting yoga teachers

### Can you answer these questions?

- » What precautions do you need to take when suppliers arrive at the premises?
- » Who is responsible to ensure suppliers take safety and hygiene measures seriously?
- » What details do you need to record from suppliers who visit your premises?
- » Where should deliveries be received?
- » How should visiting service providers like therapists behave inside the establishment?

### In this section, we will:

- » Outline the steps accommodation providers need to take to prepare for suppliers visiting the premises.
  - » Explain how to identify and minimise the risks that come from allowing suppliers onto the premises.
  - » Detail the procedures that should be followed by suppliers who will interact with guests, such as visiting therapists.
-

**Key points to note:**

- » Suppliers have an increased risk of exposure to COVID-19 because they visit multiple places and interact with multiple people.
- » To reduce the risk of cross contamination, suppliers must undergo thorough decontamination upon arrival at the premises.
- » COVID-19 means you should keep detailed records of all suppliers for contact tracing purposes.
- » COVID-19 means you should decide in advance which suppliers are allowed and ensure they follow the guidelines.

## General Procedures for Suppliers



It is likely that suppliers visit multiple places and interact with a lot of people on a regular basis. If they come into contact with infected people or surfaces at another location, it is possible those infected particles could be brought into your premises.

To limit the risk of cross contamination from suppliers, it is important they follow the procedures set out below. This includes checks at the point of entry, sanitisation and record keeping. It is the responsibility of the management to inform suppliers of the procedures in advance and ensure they follow them. Suppliers who do not take the necessary measures should not be allowed entry to the premises. This is for everyone's safety.

Accommodation providers should train security personnel and other staff on these guidelines. The management should authorise and empower security personnel to implement the procedures below. Suppliers who do not follow the guidelines should be refused entry to the premises.



What are the main hazards?	How can you minimise the risk?
Suppliers could be COVID-19 positive.	<p>Check temperature and for respiratory symptoms before allowing access to the property. Refuse entry if the supplier shows symptoms.</p> <p>Suppliers must wear a mask and sanitise hands and footwear before entering the premises.</p> <p>Record the supplier's personal details for contact tracing purposes. Give preference to suppliers that follow strict procedures with their own staff, such as checking their temperatures twice a day.</p>
Suppliers could bring contaminated goods into the property.	<p>Deliveries should be taken at the entry or at the designated goods receiving area.</p> <p>They should be delivered in sealed packages where possible.</p> <p>Goods should be disinfected before staff move them from the goods receiving area into storage or other areas of the premises.</p>
Suppliers may need to use equipment/tools/furniture. This increases the risk of cross contamination.	<p>Minimise the use of shared equipment where possible.</p> <p>Clean and sanitise all equipment/tools/furniture before and after each use.</p>

When dealing with suppliers, you should

**Prioritise:**

- » Decide in advance which suppliers are to be allowed entry to the premises.
- » Only allow entry to suppliers who are absolutely necessary. Inform them of your expected packaging standards of delivery. Dry goods, fish and meat should be delivered in covered containers.
- » Advise suppliers in advance that if they are not well, they should not come to the premises.
- » Train staff and security on the checks required for suppliers and empower them to refuse entry if suppliers do not follow the procedures.
- » Designate one entrance/exit for all suppliers to use.
- » Restrict suppliers access to only the areas they need to carry out their work.

**Check:**

- ❖ Conduct a temperature check on all suppliers at the entrance to the premises.
- ❖ Be alert for any obvious respiratory symptoms e.g. a dry cough, nasal congestion, breathing difficulties etc.
- ❖ Suppliers should not be allowed entry if:
  - They have returned from overseas within the last 14 days.
  - They are from an area subject to medical lockdown or self-isolation/home quarantine.
  - If they have a temperature over 37°C or respiratory symptoms.
  - If they refuse to follow the regulations of the premises.
  - If any of the above apply, refuse entry and immediately report the person to the management team/RRT for further action.

**Sanitise:**

- ❖ Provide a foot-operated hand-sanitiser dispenser at the point of entry.
- ❖ Ensure all suppliers sanitise their hands and footwear prior to entering the premises.
- ❖ Ensure all suppliers cover their face with a mask prior to entering the premises.
- ❖ Have a stock of disposable gloves at the entry point for suppliers to use.

**Record:**

- ❖ Record details of the supplier's visit into the log book. This includes: name, address, NIC number, vehicle number, time of arrival/departure. See Appendix G for an example of a self-declaration form for suppliers.
- ❖ Keep records for at least 90 days for contact tracing purposes.

**Shared Equipment**

It is likely that suppliers will need to use equipment, tools and furniture that are inside the premises. It is necessary to ensure that these items are decontaminated regularly, including after every use, for everyone's safety.

- ❖ Sanitise all surfaces before use and after use.
- ❖ Keep deliveries in the goods receiving area while processing. Do not allow un-sanitised items in storage areas or other areas of the premises.
- ❖ Equipment should be shared as little as possible and sanitised between each use. Keep equipment for guests separate from equipment used by suppliers.

**Don't forget**

Suppliers should maintain a safe 1.5m social distance from staff, guests and other suppliers

## Delivery of Goods



When goods are delivered it is important to carefully check, handle and sanitise them. In addition to the general procedures above, follow these steps to reduce the risk of contamination.

**Organise:**

- » Prepare the goods receiving area in accordance with the guidelines in Section 6: Back of House. If you do not have a designated goods receiving area, create a back of house space with washing facilities where the guidelines can be safely followed.
- » If possible, arrange for suppliers to drop off goods at the entry point rather than coming into the premises.

**Supervise:**

- » Designate a staff member(s) as 'goods receiver' who will collect the goods from the supplier. Minimise the number of people the supplier comes into contact with.
- » Staff should sanitise their hands and wear appropriate PPE, including heavy duty or latex gloves, while handling goods.
- » If goods are not fully sealed, they should not be accepted unless total decontamination is possible.

**Sanitise:**

- ④ Sanitise goods in the goods receiving area before taking them to other areas of the premises.
- ④ Dispose of the gloves safely into a lidded bin after use.
- ④ Follow the guidelines in Section 6: Back of House to wash and sanitise items appropriately using dedicated tables. Avoid cross contamination between sanitised and un-sanitised items.
- ④ Ensure that staff wash and sanitise hands after handling each delivery, and between handling different types of items.

**When accepting a delivery:**

Do	Don't
✓ Ensure the goods are sealed in packaging when delivered.	✗ Accept goods that are unsealed unless they can be sanitised
✓ Use dedicated tables to sanitise items and sanitise all packaging	✗ Place un-sanitised items next to sanitised items.
✓ Ensure that there is a designated drop-off point for suppliers to deliver goods.	✗ Allow suppliers to enter areas of the premises they do not need to.

**Drivers:**

- » Drivers must undergo the general checks and sanitisation procedures at the point of entry, prior to entering the premises.
- » In addition to the personal and vehicle details, for drivers, security must note down the guest details or the name of the group.
- » Where meals/rest areas and washrooms are provided for drivers, ensure social distancing is maintained. Drivers should dine in separate areas to staff.
- » If driver's accommodation is provided, follow the same guidelines for staff accommodation. Refer to Section 6: Back of House for detailed information.



## Security Personnel & Casual/Contractual Workers



Security personnel and other casual or contract workers must also follow the hygiene and safety guidelines implemented by the management while on the premises and maintain good personal hygiene.

It is important to inform security personnel and casual/contract workers what is expected of them before they report to duty so they can follow the procedures. This is for their safety, as well as the safety of staff and guests.

**Pre-duty:**

- » All security personnel and casual/contract must undergo the general checks and procedures at the point of entry, prior to entering the premises.
- » All personal clothes must be removed upon entry and placed in designated locker rooms. After showering, fresh uniforms should be worn.

**Precautions:**

- ❧ Disposable gloves must be made available to all security personnel and casual/contractual workers.
- ❧ Mechanical equipment/ tools used by casual/contractual workers must be sanitised using an alcohol-based sanitiser before and after use.

**Communication:**

- ❧ Security personnel should be fully briefed on COVID-19 protocols and procedures for all guests, staff and visitors to the premises.
- ❧ Casual/contract workers should be fully briefed on the COVID-19 protocols and procedures that affect their area of work.
- ❧ Security personnel should be given a list of emergency contact information and trained on who to contact should any incidents occur.

## Guidelines for Suppliers who Interact with Guests



Therapists, masseuses and gym/yoga instructors may come to the accommodation in order to provide services to guests. These suppliers must follow the same sanitisation procedures and checks upon arrival as other suppliers. In addition, since they will interact with guests, they must also follow additional hygiene and safety guidelines throughout their activities at the premises.

In addition to the personal and vehicle details taken on arrival, for suppliers who interact with guests, records must be taken of which guests (name, room number) the supplier was in contact with.

### Visiting masseuses and therapists



Therapists who come to the accommodation to provide a service to guests should follow the below steps:

**Pre-duty:**

- ❧ Personal clothes must be removed upon entering the premises and placed in the designated locker.
- ❧ Shower using soap provided. If shower is not available, wash thoroughly with soap and water after arriving at the premises.
- ❧ Change into a fresh uniform. Fresh shoes should be worn if possible.

**During a treatment:**

- » Visiting therapists/masseuses should follow the same procedures during a treatment as outlined in Section 8: Service Providers for Spa/Wellness providers.
- » This includes greeting clients with the “Ayubowan” greeting, wearing a face mask and other appropriate PPE, washing and sanitising hands and arms before and after each treatment, and maintaining a safe 1.5m social distance where possible.

**After the treatment:**

- » Visiting therapists/masseuses should follow the same procedures for cleaning and sanitising after a treatment that are outlined in Section 8: Service Providers for Spa/Wellness providers.
- » This includes disposing of ointments used during the treatment period in designated bins, placing used linen/towels into appropriate bins for washing and cleaning and sanitising any products, equipment and surfaces used.

**After duty:**

- » Place used uniforms in lidded laundry bins after use.
- » Dispose of disposable PPE gear in the designated disposal bin.
- » Shower using soap provided and change back into personal clothes.

**For homestays**

If there is not a designated room for treatments, some accommodation providers may arrange for guests to have treatments in their guest room. In these cases, the above guidelines should be followed along with these extra steps:

- » Fresh linen/towels should be used for the treatment. These should be removed from the guest room once the treatment is complete.
- » Therapists should not touch towels/linen that the guest has for personal use.
- » Guest personal items should be removed from the area where the treatment will take place, to ensure a clean environment.
- » The therapist should wash and sanitise their arms and hands before entering the guest room.
- » The therapist should avoid touching any non-essential items or surfaces in the guest room.

- » Any surfaces, items and furniture touched/used should be cleaned and sanitised after the treatment.
- » The guest should leave the room while the sanitisation takes place, or should maintain at least 1.5m social distance from the therapist.

## Visiting yoga teachers

Yoga teachers who come to the accommodation to provide a service to guests should ensure their classes are socially distanced with minimal contact between students. Refer to Section 8: Service Providers for detailed information on operating yoga classes and studios.

All suppliers who interact with guests should follow these steps:

Do	Don't
✓ Wash and sanitise hands with soap frequently.	✗ Touch guests more than is essential for the treatment. Do maintain a 1.5m social distance.
✓ Use "Ayubowan" greeting.	✗ Hug or shake hands with clients.
✓ Disinfect surfaces, tools and furniture that has been used by guests, staff or suppliers.	✗ Use tools or items that are not disinfected or are shared by other therapists.
✓ Ensure that all used linens/ towels are immediately placed in a closed laundry bin to be washed.	✗ Place dirty linens/towels where they can touch clean ones.

## Frequently Asked Questions

### Can I receive supplies of fresh fruit and vegetables from outside vendors at my hotel?

Yes. Pre-designate a drop-off point where the supplier can deliver the goods. A delivery receiver must be appointed by the hotel to receive goods and ensure that they are delivered in a sanitary fashion. External sanitation of boxes, bags, etc. must be carried out. Once received, produce must be cleaned and disinfected appropriately, before it is taken out of the goods receiving area.

### Can I call in contract labour to do maintenance?

Yes. However, all contract labour must go through the decontamination steps at the point of entry and must wear the appropriate PPE gear. All tools or machines that are used must be sanitised before and after use.

### Do therapists need to wear a mask while giving the client the treatment?

Yes. Masks, disposable aprons, and relevant PPE gear must be worn at all times while giving treatments.

**If a client asks to be stretched by a gym/ yoga instructor, can we do that?**

It is advisable to limit contact between the client and instructor. Instead, show the client how they can self-stretch.

**Remember:**

## » Avoid contact:

- Maintain a safe 1.5m social distance at all times.
- Limit the number of suppliers who come to your premises. Decide in advance who will be granted entry.
- Arrange a dedicated area with washing facilities for receiving goods.

## » Avoid exposure:

- Do not allow suppliers access to more areas of the premises than is necessary.
- Deliveries should be sanitised before being moved into your storage areas.
- Suppliers who come inside your premises should maintain good personal hygiene at all times.

## » Implement controls:

- Suppliers must adhere to the strict hygiene and safety practices of the premises.
- Train and empower staff and security personnel to inform suppliers and implement the regulations.
- Keep detailed records of all suppliers, contract workers and visitors to the premises for contact tracing purposes.

# Section 8:

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## Service Providers



Preventative measures that non-accommodation tourism service providers need to take in response to COVID-19.

## Service Providers

This section provides guidance to non-accommodation tourism businesses on how to carry out their duties responsibly and safely when operating under COVID-19 conditions.

Such businesses include:

- » Tour operators and guides
- » Transport providers
- » Spa, wellness and Ayurveda treatment facilities
- » Yoga classes, surf schools and other fitness activities

Guests who have booked a stay in a hotel, guesthouse or homestay will often want to participate in other activities such as yoga, surfing or Ayurveda therapies.

These service providers have a responsibility to their customers, must understand their roles and responsibilities and have an awareness of how to deal with tourists or guests. Both service providers and accommodation establishments need to work together to minimise any risks for guests or tourists.

This section explains the specific guidelines that need to be followed by different types of service providers. It also goes into detail on arranging transport for tourists, and details the general measures all types of service providers should take when operating under COVID-19.

These guidelines are meant to help service providers operate as safely as possible under COVID-19 but COVID-19 will impact different businesses in different ways. Service providers should adapt these guidelines to suit their individual type and size of business.

### Can you answer these questions?

- » How do the COVID-19 regulations affect non-accommodation provider businesses?
- » What steps do tour operators need to take in response to COVID-19?
- » What steps do spas need to take when they are able to reopen to operate safely?
- » How should surf operators adapt operations under COVID-19?

### In this section we will:

- » Explain how the regulations around COVID-19 affect service providers and outline the general measures these businesses should take.
  - » Develop awareness of the changes that need to be implemented in tourism service providers to operate under COVID-19.
-

🔗 Outline particular measures that tour operators, transport providers, spa and wellness centres, and activity providers such as surf schools and yoga, should take.

### Key points to note:

- 🔗 COVID-19 means you and your customers must wear a mask and frequently wash your hands.
- 🔗 COVID-19 means respecting social distancing, even when in vehicles.
- 🔗 COVID-19 means changing the way you normally interact with tourists and other service providers.
- 🔗 COVID-19 means some activities, tourism businesses and tourist attractions may not be open, or may have to change how they operate.



### Don't forget

The situation around COVID-19 is evolving. It is important to keep up to date with the latest information that affects you and your business. In Sri Lanka, you can contact the medical hotlines on 1390 and 1999, and also visit the following websites of the Ministry of Health (MoH) for more information

- 🔗 COVID-19 updates: [hpb.health.gov.lk/covid-19](http://hpb.health.gov.lk/covid-19)
- 🔗 Environmental and occupational health directorate website: <https://eohfs.health.gov.lk/occupational/>
- 🔗 Epidemiology unity website: <https://www.epid.gov.lk>

## General Measures



There are general principles that apply to any kind of business operating under COVID-19. All businesses should implement the following measures and adhere to high standards of safety and hygiene.

Hygiene / Safety Measure	Why is it Important?
Social distancing	To minimise the risk of person to person COVID-19 transmission
Regular cleaning and sanitising of surfaces, tools and equipment	To minimise the risk of surface to person COVID-19 transmission
Good personal hygiene, including regularly washing hands with soap and water for 20 seconds	To minimise the risk of exposure to COVID-19
Record keeping	For contact tracing purposes, should someone test positive for COVID-19

Following these procedures ensures a hygienic workplace for your staff, and provides a safe environment for tourists who visit.



### Hygiene:

- » Ensure you have sufficient hand sanitiser for staff and client use. Place hand sanitisers in easy to access locations including the entrance, outside the studio and in staff areas.
- » Ensure hand washing facilities are available, in good working order and at a variety of accessible heights. Provide sensor activated taps if possible, if not use both foot pedal and hand activated taps.
- » Provide closed bins for people to dispose of used tissues and paper towels.
- » Open doors and windows where practical, to encourage natural ventilation.
- » Provide your team with appropriate PPE. Wear masks when interacting with each other and tourists.
- » Ensure your team knows all of the hygiene rules. Place multilingual posters around the workspace. Staff need to follow the good hygiene practices at all times.
- » If possible, provide separate restrooms for tourists and staff.

### What are good hygiene practices?

It is important for all service providers to maintain high levels of personal hygiene at all times. Refer to Section 2: Hygiene and COVID-19 for instructions on practicing good personal hygiene.

### Social distancing:

- » Respect social distancing measures.
- » Adapt your environment for social distancing. Space out any seating to a distance of at least 1.5m. Remove excess furniture or mark as 'not in use' to respect social distancing.
- » Limit the number of tourists at any one time so that social distancing measures can be adhered to. This may mean reducing the number of participants in a yoga class, for example.
- » Avoid group photographs unless social distancing can be maintained.

### Operations:

- » Use the "Ayubowan" greeting and avoid any touching, such as handshakes.
- » Avoid shared registration forms, where possible switch to digital methods. If tourists need to sign or complete documents, the pen used should be cleaned before being given to a different tourist.
- » Record the details of tourists: name, contact number, passport/NIC number, accommodation/ address and date of arrival into Sri Lanka (if foreign tourist). Keep for at least 90 days for contact tracing purposes. See Appendix I for an example personal information and self-declaration form for tourists.

- » Encourage electronic payments, rather than handling cash.
- » Put up posters to remind staff and tourists of good hygiene practices and responsible behaviour.
- » Minimise the sharing of equipment as much as possible. Where possible, provide each individual with their own items to use. Any shared equipment should be disinfected before reuse.

### Staff management:



- » Limit the size of your teams. Avoid having people arrive and depart together. Consider staggering the lunch break so people are not resting together at the same time.
- » Update your staff records to ensure you have correct information for contact tracing purposes. This should include:
  - Full name
  - NIC / ID number
  - Contact number
  - Personal email
  - Home address
  - Emergency contact details: name, relationship to staff member, contact number, address, email
- » Check and record the temperature of staff when they report for work. Check for signs of respiratory symptoms (e.g. coughing, nasal congestion, shortness of breath). Do not allow staff who show symptoms or have a temperature over 37°C onto the premises.
- » Educate your staff on the guidelines and ensure they are comfortable asking tourists to follow them. Provide training on what they should do if a tourist shows symptoms of COVID-19.
- » Keep a record of which staff were working for each day/session/tour group and keep for at least 90 days. This is to assist with contact tracing should anyone become unwell.

### Washrooms and shower facilities:

- » Provide an adequate supply of toilet paper, paper towels, hand dryers and soap/liquid soap at all times. Provide closed bins for the disposal of used papers.
- » If possible, make toilet flushing apparatus sensor operated.
- » Disinfect common washroom facilities regularly. Pay special attention to high touch areas such as: taps, door handles and locks, towel holders, toilet seats, covers and cistern handles, wash basins, buttons, switches and paper towel dispensers.
- » Ensure all washroom facilities are in good working order at all times.
- » If possible, have separate facilities for tourists and staff to use.

- ⌚ Soiled towels should be placed in the appropriate closed bins for washing. They should be transported separately from fresh items to avoid cross contamination.
- ⌚ Towels should be washed at the highest temperature recommended by the manufacturer. Clean towels should be covered and stored separate from soiled ones.

### Cleaning:

- ⌚ Ensure touching of communal objects is avoided as much as possible. Regularly sanitise any communal objects that cannot be avoided.
- ⌚ Clean workspaces thoroughly after any shift. Firstly with soap and water or a general purpose detergent. Secondly clean all metal surfaces with a minimum of 70% alcohol solution and all non-metal surfaces with 0.1% sodium hypochlorite solution.
- ⌚ Clean equipment, e.g. yoga mats and surf boards, thoroughly after each use and before other people can use it.
- ⌚ Clean high touch objects more often with extra attention (e.g. door handles, kettle, coffee machine, phones, staircase handrails).
- ⌚ Staff areas should be disinfected regularly and maintained in an orderly manner.

### When greeting a tourist / client:

Do	Don't
✓ Welcome them with the "Ayubowan" greeting	✗ Shake hands
✓ Check and record their temperature. Anyone with a temperature over 37°C should not be allowed entry.	✗ Allow clients to sit close to each other while waiting. Maintain a safe social distance.
✓ Record the client's personal details for contact tracing purposes.	✗ Share pens, menus or other items between guests
✓ Wear face masks. Ensure tourists also wear face masks.	✗ Share food or drink with tourists (or fellow staff)



## Responsible Behaviour for Tourists:

It is the responsibility of all tourism operators to ensure that the tourists understand and follow the guidelines. You should feel comfortable reminding tourists of the guidelines, and informing them to abide by them.

### What do tourists need to do?

When outside their accommodation, on a day trip or taking part in an activity, tourists should:

- Adhere to social distancing rules and stay at least 1.5m away from other people. This rule may be relaxed for members of the same family.
- Avoid group photographs, unless social distancing can be maintained.
- Wear protective face masks.
- Wash hands regularly with soap for a minimum of 20 seconds. Use hand sanitiser when washing is not possible.
- Wear face masks in public areas and on transport.
- Follow instructions and guidelines given to them by their tour operator, travel agent or guide.
- Have a sufficient personal supply of face masks, hand sanitiser and other chosen PPE, e.g. gloves, to last the duration of their visit to Sri Lanka.
- Arrange suitable transport for their visit. At present, tourists are not allowed to take public transport including trains, buses and tuk tuks.

### How do you communicate this?

Tourists who visit your business may come from many different countries, speak different languages and have different expectations. You can use posters to help explain these regulations in picture form. See Appendix L for example signs.

Use posters in places tourists will easily see them, for example:

- At the entrance to your building
- By the reception desk
- In seating areas where tourists wait
- In restrooms, on doors and above the sink
- In vehicles, on the back of the driver's seat
- In changing areas, on the doors



## Advice for Tour Operators / Tour Guides

This section provides guidelines for tour operators, travel agents and tour guides (hereafter all “tour operators”) on how to operate in a responsible manner under COVID-19 conditions.

“Crew” refers to people employed on the tour, including drivers, guides, translators and other support staff.



### Before foreign tourists arrive in Sri Lanka:

- » Obtain the tourist’s travel plans.
- » Check that the accommodation and other tourism providers they intend to use are SLTDA registered and ‘Safe and Secure’ certified.
- » Request details of the tourists’ past travel, particularly countries visited in the 21 days before arriving in Sri Lanka.
- » In the event they wish to use a non-compliant provider, inform them to change/amend their travel plans. This should be communicated politely and with the explanation that using compliant providers is for the safety of the guests and all others around them.
- » Arrange safe transport for the tourists, in coordination with their accommodation providers if required. See below Transport Providers section for more details.

### During the tour

Tour operators need to ensure the safety of both the tourists and their staff. By following the detailed guidelines set out for tour operators, they can ensure that the tourists’s visit is as safe and enjoyable as possible.

Only SLTDA registered and certified guides (including national guides, chauffeur guides and area/city guides) should be booked for tourists. Freelance tour guides, translators and drivers should register with the SLTDA prior to carrying out any tourism services, so they can be tracked with ease in case of contact tracing.

**Regarding tourists tour operators should:**

Duty	Action
Make arrangements in advance	<p>Arrange tickets to sites and attractions via online or advance bookings. Many sites will only take advance bookings.</p> <p>Try to book everything in advance to avoid exposing your staff or tourists to overcrowding.</p>
Check health of tourists	<p>Carry out and record regular temperature checks of the tourists and observe them for any signs of COVID-19 symptoms (coughing, nasal congestion, shortness of breath etc.).</p> <p>Keep the records for at least 90 days.</p>
Communicate guidelines	<p>Frequently communicate health promotion messages and recommended behaviour for tourists.</p> <p>Use posters and visual aids to remind tourists and minimise language difficulties.</p>
Enforce guidelines	<p>Ensure tourists wear face masks and maintain the safe 1.5m social distance at all times.</p> <p>Check that tourists have enough stocks of face masks, hand sanitiser and other PPE (such as gloves) for the entire tour. If not, provide assistance to obtain these.</p> <p>Encourage tourists to sanitise hands frequently, avoid contact with surfaces where possible and use their non-dominant hand to pick up goods.</p>
Encourage good behaviour	<p>Take necessary measures to avoid tourists gathering in groups at visiting places or attractions.</p> <p>Discourage partying at any stage of the tour as this can lead to crowds.</p> <p>Encourage tourists to visit SLTDA 'Safe &amp; Secure' certified sites and attractions as much as possible.</p>

**Regarding staff, tour operators should:**

Duty	Action
Arrange suitable crew accommodation	<p>Crew should have separate food and accommodation from the tourists.</p> <p>They should maintain 1.5m social distance at all times, including in the accommodation</p>
Educate the crew	<p>Ensure the crew are informed about the latest operating guidelines.</p> <p>Train them on infection prevention measures and provide them with guidance on how to seek immediate medical attention if staff or tourists develop any COVID-19 symptoms.</p> <p>Take time to discuss with them and answer any questions they may have.</p>
Test the crew	<p>Random PCR tests should be carried out on the crew on a monthly basis. These records must be kept for verification by the SLTDA.</p>
Keep records	<p>Keep detailed records of the tour group, places visited and staff working for at least 90 days.</p>

**What do I need to consider when taking tourists to visit a tourist site?**

Tourist sites, attractions, entities and activities (hereafter all referred to as “site”) are operating under strict guidelines. If you want to take tourists on a visit, it is important to ensure the site is operating following the guidelines set by the relevant authorities.

During the visit, the tourists (and any accompanying staff) must follow the general guidelines and any site specific instructions.



Before the visit	During the visit	After the visit
<p>Check that the site is open.</p> <p>Check that the site is adhering to the guidelines and regulations set out. Check the website and/or call to find out.</p> <p>Check for changes in opening times, or for tourist-only visiting times.</p>	<p>Wear masks and other appropriate PPE.</p> <p>Temperatures will be checked on arrival and footwear will be disinfected.</p> <p>Wear the sticker provided (or retain the QR code) after completing the disinfection procedures.</p>	<p>Bring any trash with you when leaving the site. The disposal of trash at sites is highly discouraged.</p> <p>Used masks and tissues should be stored in airtight or zip-lock bags and disposed of safely.</p>
<p>Pre-book tickets. Most sites are only allowed to accept pre-booked visitors.</p>	<p>Change into a fresh face mask when entering the site. Dispose of the old mask safely.</p>	<p>Wash hands with soap, disinfect footwear, and disinfect all belongings (e.g. bags) before leaving.</p>
<p>Ensure the transport arranged meets the MoH guidelines.</p>	<p>Carry personal zip-lock or airtight trash bags to dispose of used face masks and tissues etc.</p>	<p>Keep a record of the sites visited, any stop offs, and tourists and staff on the trip for at least 90 days, for contact tracing purposes.</p>
<p>Check availability of F&amp;B outlets. If none are available, tourists should bring their own food and beverages in sealed containers where appropriate.</p>	<p>Follow any and all site instructions on hygiene and safety measures.</p> <p>Regularly wash and/or sanitise hands.</p>	
	<p>Maintain safe social distancing of 1.5m at all times.</p>	

### What if a tourist appears unwell during the tour?

Any tourist with a temperature above 37°C and/or with respiratory symptoms should seek immediate medical assistance through calling the MoH hotline on 1390. The tour operator should report the incident to the MoH and SLTDA. See Section 9: Emergency Response for further information.

### What steps should crew and guides take after a tour?

At the end of a tour, staff, crew and guides should take the following measures to protect themselves and their family from the risk of COVID-19.

- Before entering their residence, leave their belongings such as bags outside the home. Belongings should be disinfected with an alcohol based sanitiser before they are taken inside the house.

- ☞ If possible take a bath with water and soap before entering the house. At a minimum, thoroughly wash hands and remove outside footwear.
- ☞ If possible, submit tour reports using electronic methods, not paper. Use bank transfer systems to settle payments to avoid immediate travel or physical visits to offices and banks.



**What if staff feel unwell after a tour?**

If feeling sick or weak after the tour (with or without high temperature/respiratory symptoms) seek immediate medical attention by calling 1390/1999. If considered by medical experts as a COVID-19 suspected case, follow the instructions issued by the medical experts and inform your employer. The SLTDA should be informed by calling 1912.

**Transport Services:**

Many tourist operators provide transport services to tourists, or interact with transport providers who are bringing tourists to their accommodation or facilities. The below procedures apply to tour buses, taxis and private hire vehicles. At present, tourists are not allowed to take public transport (trains, buses, tuk tuks).



Transport providers should consider what is the number of people their vehicles can accommodate while maintaining a safe social distance of 1.5m, and adjust their operations accordingly.

The vehicles, crews and drivers assigned to transport tourists should strictly adhere to health and safety procedures recommended by MoH when operating under COVID-19 conditions.

Transport provided must:

Before the journey	During the journey	After the journey
<p>Ensure an adequate supply of hand sanitiser and masks inside the vehicle.</p> <p>Stock a digital thermometer to check tourists’ temperature if required.</p>	<p>The recommended 1.5m safe social distance between seated passengers should be maintained at all times</p> <p>If a family is travelling together, this requirement may be relaxed but 1.5m should be maintained between different groups.</p>	<p>At the end of the journey (or the day, for a multi-day tour), the vehicle should be properly cleaned, washed and the interior sanitised using disinfectant liquid.</p> <p>Pay particular attention to the high touch areas.</p>

<p>Thoroughly clean the vehicle inside and out.</p> <p>Disinfect high-touch areas including: seats, handles, interior door panels, windows, locks, exterior door handles, drink holders, poles etc.</p>	<p>The driver/staff should communicate health promotional and responsible behaviour of tourist messages by audio and / or video, in the tourist's language if possible.</p>	<p>It is recommended that the driver and crew bathe before proceeding to the driver's quarters or on to any other activity.</p>
<p>Ensure that the driver and staff are in good health. It is recommended to have them complete and sign a declaration form to say they have no symptoms of COVID-19 (difficulty breathing, coughing, fever, stomach ache, diarrhea etc.)</p> <p>See Appendix H for example declaration form.</p>	<p>After each stop on the tour, touch points within the vehicle should be cleaned, including:</p> <ul style="list-style-type: none"> <li>» Internal door panels</li> <li>» External door handles</li> <li>» Window latches</li> <li>» Locks</li> <li>» Drinks holders</li> </ul> <p>Sufficient time should be allowed for tourists to embark and disembark while maintaining 1.5m safe distancing.</p>	<p>Keep detailed records of the tourists and the journey, including any stop-offs, for at least 90 days. This is for contact tracing purposes.</p>
<p>Check the temperature of the driver and staff.</p>	<p>Avoid stop-overs at uncertified shops, restaurants, sites, shopping malls etc.</p>	
<p>Disinfect driver, crew and tourist footwear before entering the vehicle.</p>	<p>The vehicle driver and staff should not consume liquor and/or smoke during the journey.</p>	
<p>Display posters with recommended responsible behaviour for tourists and health advice.</p>	<p>If a tourist shows COVID-19 related symptoms during the journey, follow the recommended guidelines and procedures of the MoH. See Section 9: Emergency Response for further information.</p>	



## Advice for Spa / Wellness Centres



Spa and wellness facilities often require staff to be in close contact with tourists/clients and it may not be possible to maintain social distancing at all times. For example, a massage would involve the therapist physically touching the client and being in close proximity to them for an extended period of time. It is important to ensure that the best hygiene practices are in place to reduce risks of COVID-19.

Note, currently these facilities are not permitted to open. The below are guidelines that can be adhered to whenever the health authorities permit these businesses to reopen.

What are the increased risk areas?	How can you minimise the risk?
Reception and areas where clients gather	Practice social distancing.  Rearrange and remove furniture so that clients can maintain a safe distance when seated and waiting.
During the treatment when therapists and clients are interacting	Follow the hygiene guidelines strictly. Wear masks and wash/sanitise hands regularly.  Keep a record of guests and therapists for at least 90 days in case of infection.

What are the increased risk areas?	How can you minimise the risk?
Washrooms and changing facilities	<p>Clean facilities regularly.</p> <p>Sanitise frequently used surfaces.</p> <p>Avoid sharing equipment.</p> <p>Store used linen in closed bins and wash at the highest temperature recommended by the manufacturer.</p>

### How do my operations need to change?

In addition to the general measures outlined at the start of this section, spa and wellness facilities should take the following steps:



#### Preparing for operations:

- ⌚ Try to accept pre-bookings and conduct treatments by appointment only, to assist with social distancing,
- ⌚ Provide adequate hand sanitising facilities for staff and clients.
- ⌚ Sanitise and wipe down frequently used surfaces regularly.
- ⌚ On entry, provide clients with a fresh face mask to wear in the premises. Dispose of their used mask safely.

**Treatment rooms:**

- ⌚ Clean the stations and chairs with 70% alcohol solution after each treatment.
- ⌚ Sanitise combs, brushes and other tools after each use.
- ⌚ Disinfect spa chairs and any other shared surfaces or stations before, during and after operations.
- ⌚ Minimise the sharing of equipment and products. Where possible, provide each therapist with individual items. Any shared equipment or products should be disinfected before reuse.
- ⌚ Soiled towels and linen should be placed in the appropriate closed bins for washing. They should be transported separately from fresh items to avoid cross contamination.
- ⌚ Linen and towels should be washed at the highest temperature recommended by the manufacturer. Clean linen should be covered and stored separate from soiled linen.

**During a treatment:**

Do	Don't
✔ Wash hands with soap for at least 20 seconds before beginning any treatment	✘ Hug or shake hands
✔ Dispose of ointments used during the treatment period in designated bins	✘ Share tools or products without disinfecting them first
✔ Place used linen into appropriate bins for washing	✘ Stand closer to the client than is required for the treatment
✔ Sanitise any products and equipment after the treatment	✘ Remove your face mask
✔ Provide individually portioned products for the client (e.g. shampoo, soap), not shared	✘ Share food with clients (or fellow staff)
	✘ Allow non-essential staff or other people into the treatment rooms or storage spaces

## Frequently asked questions

### **We have several therapists in our spa. How can we reduce the risk of cross contamination when they all use the same products?**

You can provide each therapist with their own supply of equipment and products in a kit. This kit is for the individual therapist's use only and it is their responsibility to disinfect the bottles and tools after each use. By providing personal kits, the risk of cross contamination is reduced.

### **Can we perform a couple's massage?**

If the two guests are staying in the same room then two massages can be done together. Otherwise only one client per treatment room to maintain a safe social distance.

### **Can I use a salon comb or a brush during a salon treatment for my client?**

Yes. But make sure that the comb/brush is disinfected before and after use.

### **Can I give my client a manicure?**

Yes. But make sure that the tools are completely disinfected before and after use. Use UV light to disinfect tools wherever possible.

## Advice for Surf Schools



Surf schools are often run directly on the beach and may have limited physical structures and facilities. Some may have buildings where tourists/clients can wait for lessons, or review footage from the day's surf. It is important that these businesses consider how the COVID-19 guidelines affect both areas of their operations - indoors and on the beach.

During lessons, surf schools often require staff to be in close contact with tourists/clients and it may not be possible to maintain social distancing. For example, while helping a student in the water it will not be possible for instructors and clients to remain 1.5m apart. Employers and staff should try to follow these guidelines as much as is practically possible. It is important to ensure that the best hygiene practices are in place to reduce risks of COVID-19.



What are the high risk areas?	How can you minimise the risk?
Reception and areas where clients gather, such as by the surf boards	<p>Practice social distancing.</p> <p>Rearrange and remove furniture so that people can maintain a safe social distance of 1.5m apart when seated and waiting.</p>
Washrooms and changing facilities	<p>Clean facilities regularly.</p> <p>Sanitise frequently used surfaces.</p> <p>Avoid sharing equipment where possible.</p> <p>Limit the number of people at a time to maintain social distancing.</p>
Surfboard storage areas	<p>Limit the number of people handling the boards, clients should not walk around touching them.</p> <p>Avoid group photos unless 1.5m social distancing can be maintained.</p> <p>Space out sun beds to a safe social distance of 1.5m.</p>

## How do my operations need to change?

In addition to the general measures outlined at the start of this section, surf schools should take the following steps:

### Preparing for operations:

- 🔗 Try to accept pre-bookings and conduct lessons by appointment only.
- 🔗 On the beach hand washing facilities may not be available. Ensure you have sufficient hand sanitiser for staff and client use, and place them in easy to access locations, on the beach and in washrooms and changing facilities.
- 🔗 Space out sun beds to a safe social distance of 1.5m.
- 🔗 Sanitise and wipe down frequently used surfaces regularly.
- 🔗 Equipment that touches the face or head, such as rash vests, should not be shared between people. If used, rash vests should be washed and dried before reuse by another person.

## Frequently asked questions

### How many students can we have in a class?

You may need to reduce the size of your classes so that the safe 1.5m social distancing can be maintained. This is especially important while students are in changing rooms, collecting equipment and reviewing footage of the lesson (if applicable).

### How do we practice good hand hygiene on the beach?

It may not be possible to have hand washing facilities with running water on the beach. Instead, use hand sanitiser. Make sure there are several bottles available for staff and for tourists, at different locations, e.g. by the sun beds, next to the surfboard racks.



#### Don't forget:

- » Staff should wear face masks and other PPE as required.
- » Staff should not report for duty if they are feeling unwell.
- » Maintain 1.5m safe social distancing

## Advice for Yoga Centres



Yoga studios may provide services to group classes and one-on-one teaching. This may be indoors in a yoga studio, or in an outdoor / rooftop environment. It is important that these businesses consider how the COVID-19 guidelines affect them and adjust their operations accordingly.

During yoga classes, it is very important to maintain social distancing. Teachers should avoid physically adjusting a student's posture. Try to follow these guidelines as much as is practically possible. It is important to ensure that the best hygiene practices are in place to reduce risks of COVID-19.

What are the high risk areas?	How can you minimise the risk?
Reception and areas where clients gather	Practice social distancing.  Rearrange and remove furniture so that clients can maintain 1.5m apart when seated and waiting.

What are the high risk areas?	How can you minimise the risk?
Inside the yoga studio	<p>Practice social distancing. Mark out spaces for yoga mats 1.5m apart.</p> <p>Encourage ventilation with open doors and windows.</p> <p>Limit the number of students per class to a safe level.</p> <p>Do not share equipment (e.g. weights, straps, mats, towels, blocks).</p>
Washrooms and changing facilities	<p>Clean facilities regularly.</p> <p>Sanitise frequently used surfaces.</p> <p>Avoid sharing equipment where possible.</p> <p>Provide closed bins for soiled towels.</p>

## How do my operations need to change?

In addition to the general measures outlined at the start of this section, yoga centres and other fitness facilities should take the following steps:

### Preparing for operations:

- » Try to accept pre-bookings and conduct lessons by appointment only.
- » Limit the number of students in a class to maintain safe social distancing. Encourage one-on-one lessons rather than group classes.
- » Arrange the yoga studio for social distancing. Yoga mats should be spaced 1.5m apart. The instructor's mat should be 1.5m away from the students'. This may mean you need to reduce the number of students per class.

### Common facilities:

- » Sanitise and wipe down frequently used surfaces and any other areas identified as being used by multiple people.
- » Minimise the sharing of equipment. Where possible, provide each instructor and clients with individual items to use. Any shared equipment, such as weights, straps and blocks should be disinfected before reuse by other clients or staff.

- » Yoga mats should be disinfected after each use and dried.
- » The yoga studio should be cleaned after each class and at the end of the day.

### During a yoga class:

Do	Don't
✓ Wash / sanitise hands before entering the studio	✗ Hug or shake hands
✓ Maintain 1.5m social distance	✗ Share equipment without disinfecting it first
✓ Open windows and doors to encourage ventilation	✗ Allow clients in the class if they have a temperature above 37°C or show any symptoms of COVID-19
✓ Encourage clients to bring their own mats, towels and equipment where possible. If not, provide clients with individual items	✗ Allow more clients in the yoga space than can be safely accommodated 1.5m apart
✓ Clean yoga mats after every use	✗ Recommend yoga poses that require students to touch each other, e.g. pair work
✓ Place used towels into appropriate closed bins for washing	

## Frequently asked questions

### Can we conduct group yoga classes or only one-on-ones?

Group classes can be conducted provided the safe 1.5m social distance guideline can be maintained. Mark out the spaces on the floor where yoga mats can be safely placed. Students should not share equipment.

### Can students bring their own yoga mats?

Yes, but these should be disinfected before and after the class to avoid possible cross contamination.



### Don't forget:

- » Staff should wear face masks and other PPE as required.
- » Staff should not report for duty if they are feeling unwell.
- » Maintain 1.5m safe social distancing

## Frequently Asked Questions

### What if a tourist doesn't want to stick to the guidelines?

If they don't want to follow these steps, explain to them calmly and clearly why the guidelines are in place. They are for their own safety and for the safety of others. Use posters with illustrations to help explain in case of language difficulties.

### What information do I need to record from a tourist?

You should record the important information that would assist with contract tracing. This includes: name, passport/NIC number, phone number, name of accommodation, name of tour operator, date of arrival into country (if foreign tourist), emergency contact. See Appendix I for an example of this form.

### How do I know if the transport arranged for my clients is safe?

Tourists should travel only in vehicles that are following the COVID-19 guidelines. See Appendix J for a checklist on arranging transport for guests/tourists.

### Can we take tourists to all the sites we would normally?

Some tourist sites and attractions may not be allowed to open by the authorities yet, and others may choose to stay closed. Check with the site directly to find out if and how it is operating. Only visit sites and attractions that are adhering to the guidelines. See Appendix K for a list of the responsible authorities for different sites and attractions.

### Can tourists take part in all the normal activities, such as boating trips?

Some activities are not allowed by the authorities yet. Check with the relevant authorities to find out about particular activities. See Appendix K for a list of the responsible authorities for different activities.



#### Remember:

##### » Avoid contact:

- Practice safe 1.5m social distancing, including in vehicles.
- Adapt your business surroundings by removing excess chairs, separating tables and/or using 'do not sit' signs.
- Do not share equipment, products, food or drink between staff, with tourists or between tourists.

##### » Avoid exposure:

- Reduce the number of tourists participating in activities so that you can maintain a safe social distance.
- Avoid taking tourists to crowded areas.
- Do not allow staff to report for work, or tourists to take part in activities if they are unwell or show COVID-19 symptoms.

» Implement controls:

- Educate staff on the guidelines and how they can ensure tourists follow them.
- Reduce the number of tourists taking part in an activity/tour so social distancing can be maintained.
- Record the details of tourists, staff, tours and activities for contact tracing purposes.

# Section 9:

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## Emergency Response



What to do if a guest or a staff member is suspected of having COVID-19.

## Emergency Response

In this section, we cover what to do if a guest, staff-member or colleague shows symptoms or is suspected of being infected with COVID-19.

It includes practical guidelines and safety measures that accommodation providers must take if someone within the premises is suspected of having COVID-19.

It is important to recognise the symptoms and to follow the safety measures that are detailed below to minimise spreading the virus to other staff-members and guests.

This section also details how to safely manage a guest or staff member who is confirmed COVID-19 positive.

### Note these important COVID-19 Hotlines:

- » National COVID-19 Response Alert - 1999
- » Government Information Centre - 1919
- » Contact information of the PHI of your area
- » Contact information of your RRT members
- » Sri Lanka Tourism Development Authority - 0112 426 800
- » Suwasariya ambulance service - 1990
- » Sri Lanka Tourism Promotion Bureau - 1912

### Can you answer these questions:

- » How do I identify someone showing possibly positive for COVID-19?
- » How do I safely deal with someone possibly positive for COVID-19?
- » How do I minimise spread of infection in case someone is possibly positive?
- » Who do I have to inform in case there is a COVID-19 positive person?

### In this section we will:

- » Discuss how to identify if someone potentially is positive for COVID-19
- » Discover what to do and what not to do if someone is potentially positive

- » Learn how to minimise spread of infection
- » Identify who to inform if someone is potentially COVID-19 positive

### Key points to note:

- » It is necessary to do a viral test to confirm someone is COVID-19 positive, but it is possible to spot visible symptoms.
- » If you suspect someone is potentially positive, isolate, screen, record, inform PHI, and transport the person if necessary.
- » It is important not to panic, gossip, or mistreat the person.
- » It is necessary to close and decontaminate the zone the potentially positive person was found.



#### Don't forget

The only way to be 100% sure if someone does or does not have COVID-19 is to do a specialised COVID-19 test

## Identifying the Symptoms of a Potential COVID-19 Case



People who are positive for COVID-19 may or may not show symptoms. Symptoms can range from mild to severe. It is very important that all staff members are trained to identify potential symptoms of COVID-19.

### What are the symptoms of COVID-19?

The three most common symptoms are:

- » Fever - body temperature of 37°C or more
- » Dry Cough
- » Tiredness

Other symptoms include:

- » Shortness of breath
- » Sore throat
- » Headache

- » Nasal congestion
- » Aches and pains
- » Diarrhea
- » Conjunctivitis
- » Loss of taste or smell
- » Skin rashes, or discolouration of fingers or toes

It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. Any infectious or respiratory symptoms (such as a sore throat, headache, fever, shortness of breath, muscle aches, cough or nasal congestion) should be treated seriously.

- » If you have these symptoms, do not go to work.
- » You need to self-isolate and to be assessed by a medical professional.
- » You may need testing for COVID-19.
- » You must not return to work until cleared by a medical professional.
- » You need to ensure that the people you care for are protected and safe.

## Preventive Measures



The recommended preventative measures have been covered in detail in Section 2: Hygiene and throughout the earlier sections of this manual. Here is a brief recap of steps you should take to prevent the spread of COVID-19.

- » Security and front office personnel should be particularly careful with new arrivals into your premises. Walk-ins and guests without a reservation should not be encouraged.
- » Keep a mobile thermometer at all entry points. Check the temperature of anyone who enters the premises.
- » The front office should have a supply of disposable masks, gloves and gowns for guests to use.
- » Foot-operated hand sanitiser dispensers should be made available at all entry points.
- » All individuals must use an alcohol-based hand-sanitiser prior to entering the premises and wear face masks.
- » Establish a pre-designated COVID-19 quarantine area for staff-members who may show symptoms of the virus.
- » Establish a designated Rapid Response Team made up of senior and experienced personnel, who are capable of managing a COVID-19 related situation that may arise within your premises.

## Responsibilities

The SLTDA requires each establishment to set up two teams as part of their COVID-19 response: the Management Team (MT) and the Rapid Response Team (RRT). The duties and responsibilities of these teams are covered in detail in Section 1: Introduction. Here is a brief reminder:

### Management Team:

- ⌘ Headed by the general manager, also consisting of higher-up staff-members, such as heads of departments, the establishment's doctor or on-call doctor, Rapid Response Team leader.
- ⌘ The Management Team's duties are to implement, instruct, mobilise, record, supervise, communicate and train in accordance with the COVID-19 situation.

### Rapid Response Team:

- ⌘ Led by a representative of higher management, or an individual appointed by the MT.
- ⌘ The RRT's members should be individuals appointed from each department by the MT.
- ⌘ The RRT will respond to emergencies, attend training by relevant authorities, carry out tasks assigned by the MT, cooperate with all staff to demonstrate, educate and collect data, and report to the management team on COVID-19 situational updates.

The RRT must follow important guidelines on how to:

- ⌘ Recognise if a guest or staff-member is potentially COVID-19 positive.
  - ⌘ Safely deal with a potentially positive person.
  - ⌘ Minimise the spread of infection.
  - ⌘ Contact the proper authorities in the event of a potential infection.
  - ⌘ Close and disinfect a potentially infected area.
  - ⌘ Transport an infected person.
-



### For homestays

Smaller establishments with limited staff and homestays may not be able to implement a full RRT. However, they should still be aware of their responsibilities and the guidelines. For a family run homestay, the manager/owner should take charge and fulfil the responsibilities of the RRT and MT with support from other family members at the premises (and staff as applicable). It is important to know who to contact and when, in case of a COVID-19 incident.

It is recommended that smaller establishments and homestays think about the guidelines and create a plan of how the steps to handle a possible COVID-19 case would work in their individual situation.

## Managing a Guest with Symptoms



In the event that a guest is suspected of being infected with COVID-19, it is important to take swift action to isolate the guest, inform the authorities, and follow their advice on handling the case.

If a guest is suspected of having COVID-19:

### Isolate:

- » A senior staff member should inform the guest to remain isolated in their room or the designated isolation area, if available.
- » The guest should be screened for COVID-19 symptoms by trained staff wearing PPE.
- » The guest should be treated with great understanding and kindness. It will be a stressful situation for them.
- » The guest should only be attended to by select personnel, who stringently adhere to appropriate safety precautions and wear PPE.
- » Unnecessary interactions with other guests and staff should be strictly avoided.

### Inform:

- » Inform the Rapid Response Team (RRT) leader.
- » The RRT leader or other senior staff member should urgently obtain medical assistance from the hotel doctor, medical team, doctor on-call or the MOH/PHI of the area. They should inform them that there is a potential COVID-19 case on the premises.
- » Management Team to log the incident in the hotel logbook/system and communicate to all department heads so that staff can be aware and alert.

**Follow:**

- » Instructions received from the MOH and/or PHI must be strictly followed. This includes instructions on how to handle the guest, other guests, staff and facilities at the premises.
- » All personnel should wear appropriate PPE gear before coming in direct contact with the guest.

## Frequently Asked Questions

**What do I do if a guest is in a public area and has a dry cough?**

Immediately identify the guest to the general manager or a senior member of the team. The general manager / senior team member will politely request the guest to confine themselves to their room. They should then be screened for possible COVID-19 symptoms.

**Can housekeeping or room-service staff enter the guest room of a potentially infected guest?**

No. Management should designate a particular staff member to attend to the needs of the guest (food, water, medication etc.). This staff member should be properly trained and wear PPE.

**Why do we need to log the incident in the hotel logbook / system?**

This is necessary in order to alert all staff-members and communicate with the team to avoid coming into direct contact with the guest.

**What happens if the guest doesn't listen to me?**

Immediately alert security and the general manager or a senior member of the team.

**Why does a potential COVID-19 case have to be isolated?**

Isolation is necessary to ensure that the virus does not spread and infect others.

**Should I transport the guest to hospital?**

Initiate transport only on the advice of the PHI.

**For homestays**

If a guest at your homestay has a temperature above 37°C you must take action to isolate, screen and inform. The manager/owner should take on the responsibilities of the RRT and:

- » Ask the guest to isolate in their room.
- » Do not allow the guest to leave the premises.
- » Contact your local PHI and/or MOH.
- » Do not allow other family members (or staff) to interact with the guest.

- » Follow the instructions given to you by the PHI/MOH.
- » Do not allow neighbours, suppliers or family members who do not live at the property access to the premises. This is for their safety.
- » Decontaminate any areas used by the guest, such as a breakfast area or outside seating.

Follow all instructions given to you by the authorities. Don't forget that this will be a stressful situation for the guest. Treat them with kindness and understanding, but be firm that they must follow the instructions.

## Managing a Staff Member with Symptoms



In the event that a staff-member shows symptoms or is suspected of being COVID-19 positive, it is important to isolate them from other members of the team immediately and seek medical advice.

### If a staff-member experiences symptoms while at home

The staff member should:

#### Isolate:

- » Remain at home and not come to work.
- » Isolate at home and avoid contact with family members and visitors.
- » Not return to work until cleared by a medical professional.

#### Inform:

- » Inform their manager and/or the RRT leader of their situation and symptoms.
- » Seek medical advice by contacting the hotlines on 1390 / 1999.
- » Follow the instructions given to them by the authorities. This may include getting tested for COVID-19 and/or quarantining.

### If a staff member experiences symptoms while on duty on the premises

The staff member should

#### Inform:

- » The staff member should immediately inform a member of the RRT and/or their manager if they experience any COVID-19 symptoms or feel unwell.

**Isolate:**

- ⌚ They must be immediately relocated to the designated staff isolation area.
- ⌚ The staff member should be screened for COVID-19 symptoms by trained staff wearing PPE.
- ⌚ The staff member should be treated with great understanding and kindness. It will be a stressful situation for them.
- ⌚ The staff member should only be attended to by select personnel, who stringently adhere to appropriate safety precautions and wear PPE.
- ⌚ Unnecessary interactions with other staff should be strictly avoided.

**Inform:**

- ⌚ The RRT leader or other senior staff member should urgently obtain medical assistance from the hotel doctor, medical team, doctor on-call or the MOH/PHI of the area. They should inform them that there is a potential COVID-19 case on the premises.
- ⌚ Record the incident in the hotel logbook/system and communicate to all department heads so that staff can be aware and alert.
- ⌚ Management Team to log the incident in the hotel logbook/system and communicate to all department heads so that staff can be aware and alert.

**Follow:**

- ⌚ Instructions received from the MOH and/or PHI must be strictly followed. This may involve medical personnel screening the staff member to check and confirm their COVID-19 symptoms.
- ⌚ All personnel should wear appropriate PPE gear before coming in direct contact with the guest.

**If a staff member / guest is suspected of having COVID-19:**

Do	Don't
✓ Ask them to isolate in the pre-designated room, (or to confirm themselves to their room).	✗ Be lax or allow them to continue with their work / holiday as normal
✓ Be supportive and sympathetic.	✗ Allow them to move around freely, or allow them to leave the premises.
✓ Notify the RRT of any staff members showing symptoms.	✗ Self diagnose the symptoms as those of COVID-19.

Do	Don't
✓ Wear PPE gear and maintain social distance	✗ Get too close (less than 1.5 meters) to the guest
✓ Monitor their temperature and other symptoms	✗ Jump to conclusions that they are COVID-19 positive without screening and testing.

## Frequently Asked Questions

### My colleague says he's not feeling well. What should I do?

Use a mobile thermometer to check his temperature and see whether the other symptoms he is experiencing are COVID-19 symptoms. If they are, or his temperature is over 37°C, immediately inform a member of the RRT. Your colleague must confine himself in the pre-designated quarantine area for staff. Do not allow him to continue working or mixing with other staff or guests.

### If a staff-member needs to get tested, should we send him by public transport?

No. If a staff-member needs to go get tested, he should only be transported in an authorised and secure vehicle, which will be disinfected after he leaves it.



#### Don't forget:

- Any guest or staff member suspected of having COVID-19 should be treated strictly in accordance with the recommendations of the MOH and public health inspectors.
- If a COVID-19 case is confirmed, the public health authorities will advise on case management and the future operations of the facility.

## Confirmed Case Management

In the event that there is a confirmed case on the premises, arrangements must be made to transport the guest / staff member to a treatment centre. All relevant precautions should be taken to limit the spread of the disease, until the transfer takes place. Areas the confirmed COVID-19 patient came into contact with should be immediately locked down to minimise the risk of others contracting the virus. The health authorities will visit the premises and instruct on further preventive measures.

### Transport:

- Contact the Emergency Ambulance Service (1990) or the Medical Hotline (1390/1999) to make transport arrangements for the COVID-19 patient.
- The patient (guest or staff) must not use public or regular transport. They must be transported in a secured vehicle, with a driver who is wearing approved PPE gear.
- Transport should be organised by the RRT leader or senior team member in consultation with the MOH and/or PHI officials.
- After transporting a patient, the vehicle must be thoroughly washed and decontaminated.

**Inform:**

- ④ Inform the SLTDA of any reported COVID-19 positive cases (both guests and staff) using the 1912 hotline.
- ④ Obtain the patient's approval to contact their emergency contact to inform them of the situation.
- ④ Assist, if required, to contact the patient's family, and for guests, their travel agent and the offices of the respective embassy/high commission (if foreign tourists).
- ④ If the patient is a guest who has a traveling companion with them, they should be informed of the situation. Implement any action recommended by the MOH and PHI with respect to the companion.

**Lockdown**

Any areas the patient came into contact with at the premises could be potentially infected with the virus. Until they can be thoroughly decontaminated they should be locked down. This includes the patient's isolation room, guest/staff room, as well as any public/staff spaces they may have used.

- ④ The RRT lead and Management Team should make the decision to lockdown a potentially infected area on the premises, in consultation with the PHI /MOH.
- ④ Management must discuss the decision with reservations, security and other key department heads.
- ④ Do not allow guests or staff access to the locked down areas.
- ④ Check records for shared facilities (e.g. the gym) to see if the patient used any. If they did, lock these down.
- ④ The public health authorities may order a total lockdown at the premises. The management must strictly follow the instructions from the authorities to minimise the risk of the virus spreading, and to protect staff, guests, and people in the surrounding area.

**Frequently asked questions****What does a lockdown mean?**

A lockdown means that no individual can enter or leave the premises for the period of the lockdown.

**Can guests depart during a lockdown?**

No. Guests must also remain confined to the premises.

**What do we do about guests who are due to check in?**

The management must coordinate with reservations and front-office to inform all pending arrivals that the premises are under lockdown and they cannot enter.

**Who issues the orders for lockdown?**

The Public Health Inspector (PHI).

---

## Decontaminate

Areas that have potentially been infected should be sealed off and disinfected. To seal off an area, clearly mark and restrict the area using tape. Lock the room's door(s) if possible. Use PPE while sealing off the area and wash hands thoroughly afterwards. Assign security to prevent anyone (guest or staff) from entering the area.



### How to clean areas potentially infected with COVID-19

Action / Item	Procedure
Wear PPE	Face mask, protective eyewear, heavy duty or latex gloves and fluid resistant gowns/overalls.
Ventilate	Open doors and windows if possible to increase air circulation.
Remove all washable linen	Place into sealed bags. These should not be opened or washed until the results of the COVID-19 tests are known.  If a COVID-19 test is positive, the linens must be burnt.  If a COVID-19 test is negative, send the linen to the laundry for washing.
Remove all waste	Treat all general waste from a suspected or confirmed COVID-19 case room as hazardous and dispose of securely.
Remove other washable items	Items including furniture, crockery, cushions (chairs, desk, tables, etc.).  Wash thoroughly and sanitise.
Furniture	Place tape 'X's or 'do not sit' signs on furniture that can't be removed.
High touch surfaces, including: door handles, light switches, AC remote etc.	Clean and disinfect with a clean cloth soaked with freshly prepared 0.1% hypochlorite (1000ppm).
Metal surfaces	Wipe with 70% alcohol disinfectant.
Floor	Mop with freshly prepared 0.1% hypochlorite (1000ppm). Wait ten minutes and wash thoroughly with water and detergent.
Washroom, including sink, walls, floor and commodes.	Clean with freshly prepared 0.5% hypochlorite.
Remove	Remove PPE and dispose of safely. Wash hands with soap and water for at least 20 seconds.

If possible wait at least 24 hours, or ideally longer, before entering, cleaning and decontaminating a room that was possibly contaminated by COVID-19.

#### When decontaminating an area:

Do	Don't
✓ Ensure staff wear PPE gear.	✗ Go into a potentially contaminated area without a mask, gloves, eye-shield and overalls.
✓ Use plastic bags that can be sealed for linens.	✗ Let soiled linen or waste sit out in the open or contaminate clean surfaces.
✓ Dispose of gloves after touching soiled linen or completing cleaning tasks into appropriate bins.	✗ Reuse gloves for any other purposes
✓ Wash hands with soap after removing PPE.	✗ Allow access to any non-essential staff.



#### Don't forget:

- Used linen may be a source of contamination.
- Use heavy duty or latex gloves and wear a face mask, eye shield and overalls when handling items from a room where a potential COVID-19 case has been isolated.

## Frequently Asked Questions

**My room-mate in the staff quarters has tested positive for COVID-19 but I don't have any symptoms. Should I get tested?**

Yes.

**A guest has tested positive. What should we tell her travel companions?**

Inform them that their friend has tested positive for COVID-19 and needs to move to a treatment facility. Inform them they need to follow any steps recommended by the MOH/PHI for their own safety. Explain clearly what these steps are. Treat the friends with great kindness, understanding and care as they may be feeling unsafe, worried and vulnerable.

**How should a possibly infected person be monitored while in isolation?**

A designated staff member should conduct routine checks on their temperature and symptoms and document these until the person is medically cleared.

**How can we provide for the person in isolation?**

A designated staff member should be assigned to provide water, food, medication etc. for the individual. They must wear PPE and should treat the isolating individual with great kindness and understanding.

**Do we have to advise travel agents and tour operators about the lock-down?**

Yes. It is advisable to advise your travel trade partners that the premises are under lockdown for a specific duration and to divert any traffic away from your premises, until the lockdown is released.

**Don't forget**

The directions and procedures advised by the health and government authorities will change from time to time. Accommodation providers should keep themselves fully updated of such changes and take necessary action to implement the new procedures. Refer to the following websites of the MoH for further details:

» Environment and occupational health directorate website:

<http://eohfs.health.gov.lk/occupational/>

» Epidemiology unit website: <http://www.epid.gov.lk>

**Remember:**

» Avoid contact:

- Isolate anyone who has a fever or shows COVID-19 symptoms immediately.
- Do not let other guests or staff members visit the individual. Do not let them move freely around the premises.
- Lock down potentially contaminated areas as soon as possible to minimise the risk of transmission.

» Avoid exposure:

- Anyone interacting with the possible COVID-19 patient should wear PPE.
- Interactions should be minimised to reduce the risk of the virus spreading.
- Close off areas that have been potentially contaminated. Do not let staff or guests enter these areas.

» Implement controls:

- Record any COVID-19 incidents in the logbook.
- Inform the authorities of possible COVID-19 cases and strictly follow their instructions on how to handle the situation. This is for the safety of everyone at the premises and in the wider community.
- Do not let staff gossip about the situation or spread rumours that could cause fear.

# Section 10:

## References and Appendix



## References

### COVID-19 information:

1. WHO Coronavirus website: <https://www.who.int/health-topics/coronavirus>
2. Ministry of Health (MoH) COVID-19 updates: [hpb.health.gov.lk/covid-19](httpb.health.gov.lk/covid-19)
3. Ministry of Health (MoH) epidemiology unit website: <https://www.epid.gov.lk>
4. Official website for Sri Lanka's response to COVID-19: <https://covid19.gov.lk/>
5. Environmental and occupational health directorate website: <https://eohfs.health.gov.lk/occupational/>

### Sri Lanka tourism:

6. SLTDA website: <https://www.slt-da.gov.lk/>
7. Sri Lanka Tourism website: <https://www.srilanka.travel/>

### Guidelines for hospitality industry:

8. Sri Lanka Tourism Operational Guidelines With Health Protocols: <https://www.slt-da.gov.lk/storage/documents/SLTourism-OperationalGuidelines.pdf>
9. Operational Guidelines On Preparedness And Response For COVID-19 Outbreak For Work Settings: Hospitality Industry (Hotels and Guest Houses): <http://eohfs.health.gov.lk/occupational/images/COVIDguide/Hospitality-Industry.pdf>
10. Operational Guidelines On Preparedness And Response For COVID-19 Outbreak For Work Settings (Interim guidance): [http://www.health.gov.lk/moh\\_final/english/public/elfinder/files/feturesArtical/2020/OPERATIONAL%20GUIDELINES%20on%20preparedness%20and%20response%20for%20Covid-19%2017th%20April%202020.pdf](http://www.health.gov.lk/moh_final/english/public/elfinder/files/feturesArtical/2020/OPERATIONAL%20GUIDELINES%20on%20preparedness%20and%20response%20for%20Covid-19%2017th%20April%202020.pdf)
11. Environmental Cleaning Guidelines During COVID-19: [http://www.epid.gov.lk/web/images/pdf/Circulars/Corona\\_virus/environment%20cleaning.pdf](http://www.epid.gov.lk/web/images/pdf/Circulars/Corona_virus/environment%20cleaning.pdf)
12. HACCP guidelines for the preparation and storage of food items: <https://www.fda.gov/food/hazard-analysis-critical-control-point-haccp/haccp-principles-application-guidelines>

## **What to Do to Keep Staff and Guests Safe and Limit the Spread of COVID-19**

### **1. Social distancing**

- Put up posters on how to keep a safe 1.5m distance from others in guest and staff areas.
- Erect signs at the entrances to lifts, washrooms, gyms and other enclosed spaces to ensure the maximum safe capacity is not exceeded.
- Move desks, tables, chairs and other seating apart to comply with social distancing.
- If possible, bring in shift arrangements to have less staff working at once.
- Switch to meetings on the phone or online instead of in person.
- Install social distancing markers on the floor where guests and staff queue, for example at the entrance and reception.
- Inform suppliers of the measures they need to follow when at your premises.

### **2. Handwashing and hygiene**

- Install handwashing stations with water and soap at entrances and exits.
- Ensure bathrooms are well stocked with hand wash and paper towels.
- Display posters explaining how to wash hands properly.
- Provide hand washing stations or hand sanitiser around the premises.
- Set up a luggage and footwear disinfection station at the entrance.
- Instruct staff on good personal hygiene measures to limit the spread of germs.
- Instruct staff to limit their contact with colleagues and guests. No shaking hands or unnecessary touching of people or objects.
- Encourage cashless payment methods.
- Install closed (not open) bins throughout the premises.
- Stock up on face masks, gloves and other PPE for guest and staff use.

## Appendix A

### 3. Cleaning

- Train staff on how to use cleaning products correctly and how to clean and sanitise different types of surfaces.
- Instruct staff to wear gloves when cleaning and to wash their hands (or use hand sanitiser) before and after wearing gloves.
- Implement cleaning schedules to ensure regular cleaning and sanitising. High touch surfaces should be cleaned multiple times per day.
- Instruct staff not to bring excess bags or clothing to work.

### 4. Monitor Symptoms

- Train staff to recognise the symptoms of COVID-19 and put up signs in staff areas.
- Inform staff to stay at home if they are sick. If they have any symptoms of COVID-19 they should seek medical advice.
- Staff from lockdown areas should not come to work.
- Inform staff to tell you if they are displaying symptoms or have been in close contact with a person suspected of having COVID-19.
- Inform guests that if they are sick to isolate in their room and call for assistance.
- Set up a designated isolation area for staff.

### 5. Plan ahead

- Set up the Management Team and Rapid Response Team at your establishment.
- Train the MT and RRT on their responsibilities.
- The RRT should brief other staff members on COVID-19 related matters.
- Train front of house staff to inform guests of the procedures and answer any questions.
- Train staff on handling non-compliant guests or colleagues.
- Stock up on cleaning products and equipment.
- Display emergency contact numbers in staff and guest areas.
- Inform staff and guests what they should do and who to contact if they become unwell.
- Stay informed on the latest COVID-19 updates from local authorities and MoH.

## Appendix B

### Communicating with Guests: a Script

Talking to guests about COVID-19 may be challenging. The below script will help you to have a conversation with guests about the measures you are putting in place to protect against exposure to the virus, and the measures that guests should follow. You can send this to them before they arrive in Sri Lanka. The script will help you approach this sensitive topic in a hospitable and appropriate way.



#### Remember

Foreign guests may be used to different measures in their home countries. Be prepared to politely and clearly answer questions from guests on what the measures are in Sri Lanka and why they are necessary.

#### Email script:

Dear [insert name]

We look forward to welcoming you to [insert accommodation name].

During the COVID-19 pandemic we are taking additional steps to make sure everyone can stay healthy and safe.

#### **What [insert accommodation name] is doing**

[Insert accommodation name] is taking measures to manage the risks of exposure to COVID-19 for the protection of our guests, staff and the local community.

These include [insert measures that have been implemented here. This may include: increased hygiene measures, checking guest and staff temperatures regularly, social distancing, not performing certain tasks/services, etc.]

#### **What you can do**

It is important to us to provide you and your family/friends with the best service when you stay with us.

Please help us to manage the risks to the health and safety of our staff, and other guests, by cooperating with the measures we have outlined above. Do the same things for use that you are doing to keep your own friends and family health and well.

This includes frequent handwashing, covering your nose and mouth when you cough or sneeze with your elbow or a tissue, and observing the rules for social distancing.

More information can be found on Sri Lanka's Ministry of Health and government websites:

» <https://hpb.health.gov.lk/en/covid-19>

» <https://covid19.gov.lk/>

Kind regards,  
[insert your name]

## Appendix C

### How to Communicate Thoroughly with Guests: a Checklist

The below checklists will help you to communicate with guests about the measures you are putting in place to protect against exposure to the virus, and the measures that guests should follow. The checklists will help you approach this sensitive topic at each stage of the guest journey.

#### Before arrival:

Before arrival	Yes
Have you updated your website regarding the safety measures in place?	
Have you liaised with tour agents and booking services (Airbnb, Bookings.com, Agoda etc.) and updated safety information in those listings	
Have you communicated to guests that making a booking at your establishment requires that they follow the regulations?	
Have you sent guests a detailed explanation of all measures in place via email before they check in?	
Have you installed posters/signage to remind guests of good personal hygiene and social distancing measures?	

#### At the front desk/check in:

Front desk / check in	Yes
Are temperature checks and checks for visible respiratory symptoms and washing hands being done on guests? Have guests been informed that it is a prerequisite to checking in?	
Are the luggage of guests being sanitised before being allowed inside the premises? Have guests been informed that it is a prerequisite to checking in?	
Put in place control measures such as spacing furniture, distance markers and shields	
Remind guests that you value feedback and seek to improve COVID-19 procedures - let them know you will be seeking feedback during their stay	

## Appendix C

### During stay:

During guest stay	Yes
Have you displayed relevant regulations prominently in each front of house section?	
Are the relevant staff being briefed regularly on safety measures in place?	
Are temperature checks and checks for visible respiratory symptoms being done on guests before they use any common facility? Have the guests been informed of this practice?	
Are records being kept on the use of restaurants, bars, spas, swimming pools, gyms, and other such facilities? Have the guests been informed of this practice?	
Are temperature checks and checks for visible respiratory symptoms being done on guests when they come back to the establishment after going out? Have the guests been informed of this practice?	

### At checkout:

Check out	Yes
Was a record made about the next destination of the guest, check out date, and check out time?	
Did you provide the guest with the COVID-19 feedback form (preferably digitally)?	

## Appendix D

### Self-declaration COVID-19 for Guests: a Form

Guests should complete this form when arriving at the premises.

No	Description	Yes	No	Remarks
1	Have you had a fever with a cough, sore throat, or difficulty breathing during the last 14 days?			_____ _____
2	In the past 2 weeks have you been in close (less than 6 feet) prolonged contact (more than 2-3 minutes) with someone suspected or confirmed as COVID-19?			_____ _____
3	At the screening point, was your recorded body temperature above 37°C (98.6°F)?			_____ _____
4	Have you returned (or arrived) from overseas in the last 30 days? If yes, please list countries visited.			_____ _____
5	Did you come into close contact with someone who has returned (or arrived) from overseas in the last 30 days and is feeling unwell?			_____ _____

Date: \_\_\_\_\_

Time: \_\_\_\_\_

Guest name: \_\_\_\_\_

Passport / NIC number: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Group name / tour operator (if applicable) : \_\_\_\_\_

Date of arrival into Sri Lanka (if applicable): \_\_\_\_\_

Vehicle number (if applicable): \_\_\_\_\_

Emergency contact (name, number, email): \_\_\_\_\_

Signature: \_\_\_\_\_

Note: Entry must be denied and appropriate action should be taken if a person is found to have a temperature above 37°C (98.6°F ) and / or with visible respiratory symptoms (coughing, nasal congestion, breathing difficulties etc.).

## Appendix E

### Obtaining Guests Feedback: a Form

<b>Guest Feedback Form</b> It's important that we get things right for our guests. Please complete this form and give us your feedback				
	Excellent	Good	Fair	Poor
<b>COVID-19</b>				
How were the hygiene and safety measures in place for COVID-19?				
How would you rate your feeling of safety with the COVID-19 measures in place?				
How well did staff communicate about the COVID-19 regulations?				
If poorly, what were the problem areas / topics? Please comment.	_____ _____ _____ _____ _____			
Did the regulations affect the enjoyment of your stay?	Yes	No		
Were there any gaps in the safety measures you experienced?	Yes	No		
Do you have any suggestions for improvement / adjustments?	_____ _____ _____ _____ _____			

## Appendix E

Front office	Excellent	Good	Fair	Poor
Staff courtesy				
Staff helpfulness				
Check in				
Check out				
Porters				
Tour desk				
Restaurant				
Staff courtesy				
Staff service				
Food quality				
Ambiance				
Rooms				
Room cleanliness				
Room facilities				
Housekeeping				
Room service				
Other facilities				
Swimming pool				
Gym				
Other				
Any other comments? Please write them here: <hr/> <hr/> <hr/> <hr/> <hr/>				

## Appendix F

### Arranging Transport for Guests: a Checklist

The management of each accommodation establishment, along with the travel agent or tour operator is responsible for ensuring safe transportation for all booked in tourists. This includes airport pick-ups, transfers and vehicles used in excursions. The vehicles arranged for guests must comply with the recommended health and safety procedures.

When directly arranging a vehicle, or coordinating with the relevant travel agent/tour operator, refer to the below checklist to ensure the vehicle meets the requirements.

When arranging transport, ask:	When the transport arrives, ask:
<input type="checkbox"/> What size vehicle is required? It needs to be large enough that safe social distance can be maintained when the guests are seated. (If a family is travelling together, this requirement may be relaxed).	<input type="checkbox"/> Are hand sanitisers provided, and is there enough to supply all the guests during the journey?
<input type="checkbox"/> Is the transport provider familiar with the COVID-19 health and safety procedures?	<input type="checkbox"/> Has the vehicle been thoroughly cleaned?
<input type="checkbox"/> Do they know what to do in case a guest shows symptoms of COVID-19 during the journey?	<input type="checkbox"/> Do they have the means to disinfect footwear?
<input type="checkbox"/> What are the drivers details? (name, contact number, ID number, address)	<input type="checkbox"/> Do they have a thermometer?
	<input type="checkbox"/> Is the driver wearing a mask?
	<input type="checkbox"/> Is the driver in good health? Is he showing any symptoms of COVID-19?



#### Remember

To record the details of the driver, journey and the transport provider and keep for 90 days for contact tracing purposes.

## Appendix G

### COVID-19 Self-declaration for Suppliers: a Form

#### Personal Information:

Name:	_____
ID / NIC No:	_____
Contact No:	_____
Address:	_____

#### Self-declaration Form for COVID-19:

No.	Description	Yes	No	Remarks
1	Have you had a fever with a cough, sore throat, or difficulty breathing during the last 14 days?			_____ _____
2	In the past 2 weeks have you been in close (less than 6 feet) prolonged contact (more than 2-3 minutes) with someone suspected or confirmed as COVID-19?			_____ _____
3	At the screening point, was your recorded body temperature above 37°C (98.6°F)?			_____ _____
4	Have you returned from overseas in the last 30 days? If yes, please list countries visited.			_____ _____
5	Did you come into close contact with someone who has returned from overseas in the last 30 days and is feeling unwell?			_____ _____
Date: _____		Time: _____		
Signature: _____				

**Note:** Entry must be denied and appropriate action should be taken if a person is found to have a temperature above 37°C (98.6°F) and / or with visible respiratory symptoms (coughing, nasal congestion, breathing difficulties etc.).

## Appendix H

### COVID-19 Self-declaration for Staff and Drivers: a Form

#### Personal Information:

Name:	_____
ID / NIC No:	_____
Contact No:	_____
Address:	_____
Emergency contact (name, number):	_____

#### Self-declaration COVID-19 Form

No.	Description	Yes	No	Remarks
1	Have you had a fever with a cough, sore throat, or difficulty breathing during the last 14 days?			_____ _____
2	In the past 2 weeks have you been in close (less than 6 feet) prolonged contact (more than 2-3 minutes) with someone suspected or confirmed as COVID-19?			_____ _____
3	At the screening point, was your recorded body temperature above 37°C (98.6°F)?			_____ _____
4	Have you returned from overseas in the last 30 days? If yes, please list countries visited.			_____ _____
5	Did you come into close contact with someone who has returned (or arrived) from overseas in the last 30 days and is feeling unwell?			_____ _____

#### For Drivers:

Name of the guest / group:	_____		
Journey details:	_____		
Vehicle number:	_____		
Date:	_____	Time:	_____
Signature:	_____		

**Note:** Staff / drivers should not be allowed to work and appropriate action should be taken if found to have a temperature above 37°C (98.6°F) and / or with visible respiratory symptoms (coughing, nasal congestion, breathing difficulties etc.).

## Appendix I

### Client Personal Details and COVID-19 Self-declaration for Service Providers: a Form

#### Personal Information:

Name: _____
Passport / ID / NIC No: _____
Date of arrival into Sri Lanka (if applicable): _____
Contact No: _____
Address in Sri Lanka: _____

#### Self-declaration Form for COVID-19:

No.	Description	Yes	No	Remarks
1	Have you had a fever with a cough, sore throat, or difficulty breathing during the last 14 days?			_____ _____
2	In the past 2 weeks have you been in close (less than 6 feet) prolonged contact (more than 2-3 minutes) with someone suspected or confirmed as COVID-19?			_____ _____
3	At the screening point, was your recorded body temperature above 37°C (98.6°F)?			_____ _____
4	Have you returned (or arrived) from overseas in the last 30 days? If yes, please list countries visited.			_____ _____
5	Did you come into close contact with someone who has returned (or arrived) from overseas in the last 30 days and is feeling unwell?			_____ _____

Emergency contact (name, number, email): \_\_\_\_\_  
\_\_\_\_\_  
Date: \_\_\_\_\_ Time: \_\_\_\_\_  
Signature: \_\_\_\_\_

**Note:** Entry must be denied and appropriate action should be taken if a person is found to have a temperature above 37°C (98.6°F) and / or with visible respiratory symptoms (coughing, nasal congestion, breathing difficulties etc.).

## Appendix J

### Transporting Tourists: a Checklist

Complete this checklist of hygiene and safety precautions before, during and after a journey with tourists.

Before the journey	During the journey	After the journey
<input type="checkbox"/> Ensure adequate supply of masks	<input type="checkbox"/> Maintain recommended safe distance between seated passengers	<input type="checkbox"/> Clean and wash the bus/ vehicle
<input type="checkbox"/> Ensure adequate supply of hand sanitiser	<input type="checkbox"/> Communicate health and responsible behaviour messages by audio and / or video	<input type="checkbox"/> Keep records with a detailed list of tourists for at least 90 days
Clean and disinfect vehicle: <ul style="list-style-type: none"> <li><input type="checkbox"/> Seats</li> <li><input type="checkbox"/> Handles</li> <li><input type="checkbox"/> Interior door panels</li> <li><input type="checkbox"/> Windows</li> <li><input type="checkbox"/> Locks</li> <li><input type="checkbox"/> Exterior door handles</li> <li><input type="checkbox"/> Drink holders</li> <li><input type="checkbox"/> Poles etc.</li> </ul>	After each stop, sanitise high touch points including: <ul style="list-style-type: none"> <li><input type="checkbox"/> Internal door handles</li> <li><input type="checkbox"/> External door handles</li> <li><input type="checkbox"/> Window latches</li> <li><input type="checkbox"/> Locks</li> <li><input type="checkbox"/> Drinks holders</li> </ul>	Sanitise the interior, including: <ul style="list-style-type: none"> <li><input type="checkbox"/> Seats</li> <li><input type="checkbox"/> Handles</li> <li><input type="checkbox"/> Interior door panels</li> <li><input type="checkbox"/> Windows</li> <li><input type="checkbox"/> Locks</li> <li><input type="checkbox"/> Exterior door handles</li> <li><input type="checkbox"/> Drink holders</li> </ul>
<input type="checkbox"/> Disinfect driver and staff footwear		
<input type="checkbox"/> Check the temperature of the driver and staff.  <input type="checkbox"/> Stock thermometer in vehicle		
<input type="checkbox"/> Driver and staff sign health declaration forms		

## Appendix K

### List of Responsible Authorities for Sites and Attractions

	Attraction / site / activity	Key responsible authorities
1	Wildlife, forest reserves and all activities organised for tourists within those reserves.	Department of Wildlife Conservation Department of Forest Conservation
2	Heritage sites and all activities organised for tourists within those sites.	Central Cultural Fund Department of Archaeology Galle Heritage Foundation
3	Zoological gardens and all activities organised for tourists within those sites.	Department of National Zoological Gardens
4	Botanical gardens and parks.	Department of National Botanical Gardens
5	Amusement parks/marinas/adventure sports (water-based/air-based/land-based).	District and Divisional Secretariats Private Sector Operators Sri Lanka Air Force/Navy/Coast Guards
6	Museums and all activities organised for tourists within those sites.	Department of National Museums Owners of Private Museums
7	Exhibitions, events and conferences. BMICH and other state owned venues Hotels with event/conference facilities	Private sector event venue owners SLAPCEO
8	Natural attractions: water falls, beaches, rivers, lakes, tea fields, etc. and all activities organised for tourists within those sites.	District and Divisional Secretariats Coast Conservation & Coastal Resources Management Department Marine Environment Protection Authority Provincial Councils – Provincial Tourism Ministries/ Authorities Local Authorities Community Based Associations

## Appendix L

### Useful Signs

As tourists will have different experiences and expectations of COVID-19 measures, one of the most important things to implement is clear communication between the hospitality provider and the guest / tourist. For people responsible for delivering training ensure that signs are displayed as reminders of COVID-19 information and measures.

Post visual signage throughout the premises regarding hygiene practices, social distancing, proper PPE usage and more. Display health and hygiene signs in prominent places. As a minimum:

- » Provide visual guidance on hygiene standards and entry requirements for staff/ guests.
- » Post guidelines and criteria for entry to the building, including face coverings, social distancing in common areas, and limitations on gathering sizes
- » If practical, add markers or guidance on floors to clarify the expected 1.5m spacing between guests

#### **Important signs to place around an establishment or use at training venues:**

- » Emergency numbers
- » How to put on and use a mask
- » How to hand wash
- » How to wear a non medical fabric mask safely
- » Workplace safety poster
- » Protect others from getting sick
- » Social distance poster 1.5m
- » Stop wear a face mask

## Appendix L

### Useful Resources

For convenience, the following pages contain links to additional signage, video media and posters that can be directly printed and used.

WHO

<https://www.who.int/srilanka/covid-19>

Health Promotion Bureau

<https://www.hpb.health.gov.lk/en/covid-19>

EPID - Epidemiology Unit (MoH)

<http://www.epid.gov.lk/web/index.php?lang=en>

Hospitality Specific Guidance - (Be Safe Chicago)

<https://www.chicago.gov/content/dam/city/sites/covid/reopen-businesses-portal/guidelines/BeSafe.HotelandAccommodations-City-of-Chicago-Phase-4-Guidelines.pdf>

# Appendix L

Download the following signs via the links below:

Signs 1-8 are from the WHO: <https://www.who.int/srilanka/covid-19/resources---learn-and-share>



01



02



03



04



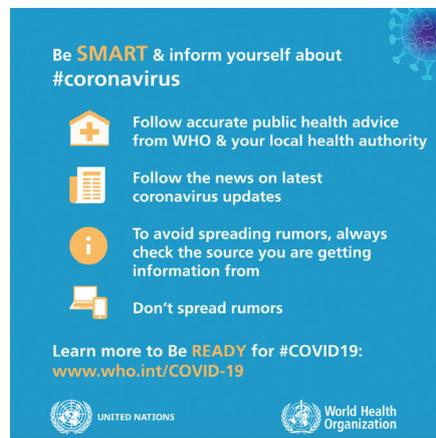
05



06

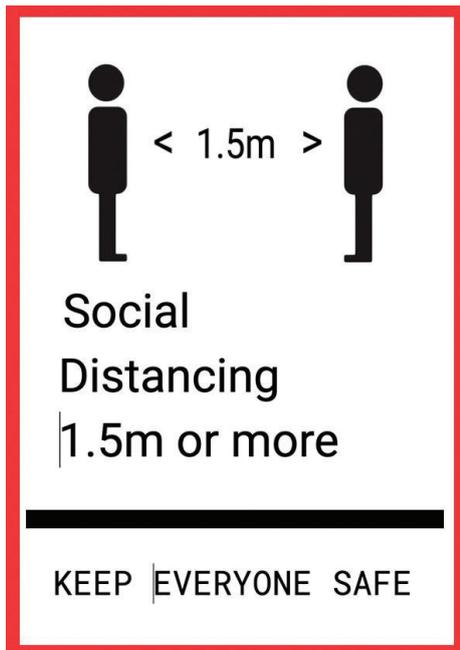


07



08

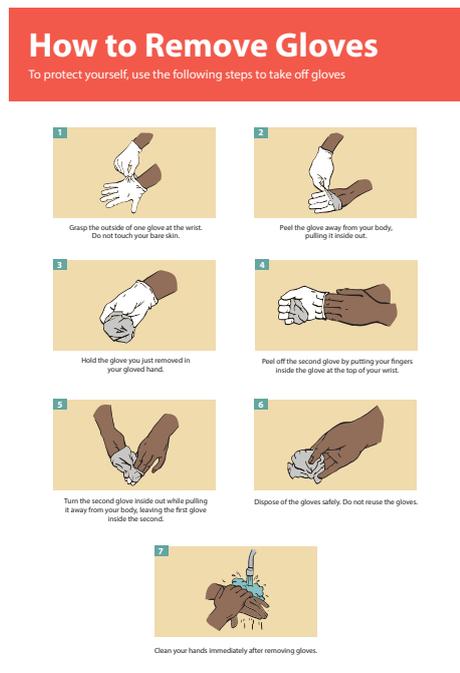
# Appendix L



09



10



11



12

**Note with the workplace poster SLTDA recommends that people should maintain social distance of 1.5m (not 1.0m)**

9 - [https://drive.google.com/file/d/1BucDzeJki\\_OK6n14hIEHoxSLmtnamDJo/view?usp=sharing](https://drive.google.com/file/d/1BucDzeJki_OK6n14hIEHoxSLmtnamDJo/view?usp=sharing)

10 - [https://drive.google.com/file/d/1wuSNqSK3boIVMKA0l1ABd\\_d7J4udH06u/view?usp=sharing](https://drive.google.com/file/d/1wuSNqSK3boIVMKA0l1ABd_d7J4udH06u/view?usp=sharing)

11 - <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>

12 - <http://eohfs.health.gov.lk/occupational/images/2020/Covid-19%20workplace%20poster.jpg>



