



UK HOUSEKEEPERS
ASSOCIATION



Housekeeping Covid-19 Secure Toolkit





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Introduction and Welcome

This toolkit has been an exciting project based on the sincere collaboration and the sharing of best practice by the wonderful housekeepers that work for our sector.

We have designed the standards, controls and suggested training tools to provide an industry-wide approach with a clear-cut process, in line with Government guidelines, for all housekeepers and accommodation professionals.

We recognise that not every housekeeper will have the support of a large hotel chain or corporate head office, so we hope this guidance will be applicable to all sizes of establishment right across the hospitality sector. It is aimed to give both consumers and the industry a recognised set of procedures and assurances, supporting the transition back to normal levels of occupancy.

The programme has been developed by a working party including leading names in hospitality such as **The Royal Household, The Landmark Hotel, The Royal Lancaster Hotel, Dukes Hotel, Strand Palace, PPHE Hotel Group, Firmdale Hotels PLC, Taj hotels and The Georgian House Hotel.**

As part of the process other top industry experts have been consulted with for their ideas and feedback on the main areas of focus:

- Cleaning & Hygiene
- Rooms
- Back of House
- Public Areas
- Mental Health

We have been delighted to partner with **Umbrella Training** who shared their extensive experience of rolling out effective and meaningful training programmes across a wide range of disciplines. Their knowledge and insights have proven to be invaluable when driving these standards forward.

Going forward, after the release of this booklet, we will be holding a series of 3 webinars with the working group for UKHA members where we will seek constructive feedback and hold a Q and A session to respond to any queries you may have.

This toolkit will be updated regularly in line with government guidance and will support your efforts to achieve any benchmarks set by government or any relevant benchmarking organisations like AA.

We truly hope you will find the details and checklists supportive.

Lorraine Dale
UKHA National Chair



In Partnership

Thanks to all our collaborators who have taken time from running and planning their own businesses to prepare this in partnership with UKHA:





Disclaimer

Although the author and publisher have made every effort to ensure that the information in the book was correct at press time, the author and publisher do not assume and hereby disclaim any liability to party for any loss, damage, or disruption caused by errors or omissions, whether such errors or omissions result from negligence, accident, or any other cause.

Important Facts



Government Guidance



According to gov.uk the virus can live for up to 72 hours on most surfaces:

COVID-19: cleaning in non-healthcare settings

Please see an extract below for ease:

What you need to know

- Cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.
- **Wear disposable or washing-up gloves and aprons for cleaning.** These should be disposed of as per hotel procedure. We recommend storing it securely for **72 hours** and then throwing it away with the regular rubbish.
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. **Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles.**
- If an area has been **heavily contaminated**, such as with visible bodily fluids, from a person with coronavirus (COVID-19), **use protection for the eyes, mouth and nose, as well as wearing gloves and an apron.**
- **Wash hands regularly with soap and water for 20 seconds**, after removing gloves, aprons and other protection used while cleaning.



Background of COVID-19

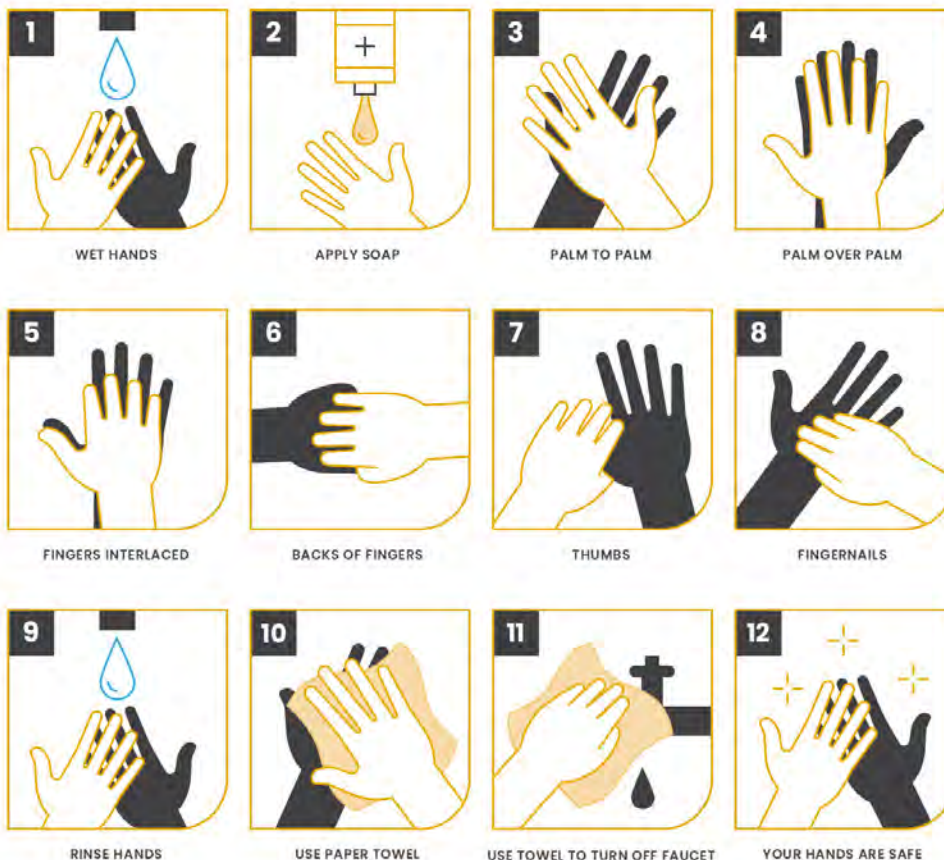
Experience of new coronaviruses (SARS-CoV and MERS-CoV) has been used to inform this guidance. The risk of infection depends on many factors, including:

- The type of surfaces contaminated
- The amount of virus shed from the individual
- The time the individual spent in the setting
- The time since the individual was last in the setting

The infection risk from coronavirus (COVID-19) following contamination of the environment decreases over time.

It is not yet clear at what point there is no risk. However, studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.

Washing hands procedures



Wash your hands for at least **20 seconds**



Infographic vector created by freepik - www.freepik.com - Edited for UKHA and Umbrella Training with permission

Social distancing

Current government guidance to prevent the spread of the disease is to stay 2 metres apart.



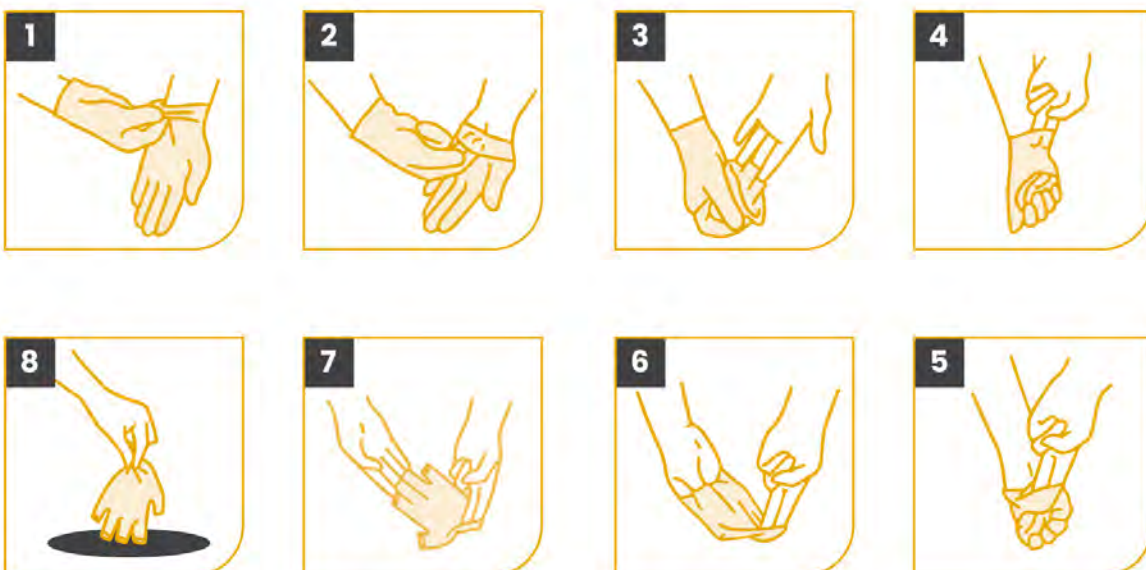
Glove removal procedure

Using the **dominant hand**, users start by grabbing the outside of the glove on the non-dominant hand on the palm side near the cuff.

Then, pull the glove off the non-dominant hand and place it in the gloved hand, balling it up.

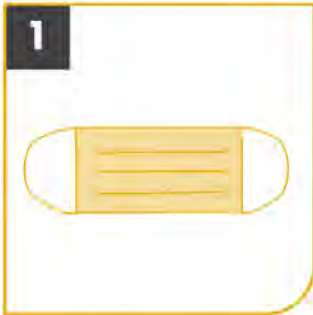
Next, slip two fingers under the cuff of the other glove and carefully peel it off the hand without touching the wrist, turning the remaining glove inside out as it is removed and in turn encasing the first glove.

The gloves can then be disposed.



Infographic vector created by freepik - www.freepik.com - Edited for UKHA and Umbrella Training with permission

How to apply a mask



1
Wear it with the **colour side facing out/white side facing in**



2
Ensure it covers the nose and mouth fully



3
Tie/loop the straps around your head all or over the ear

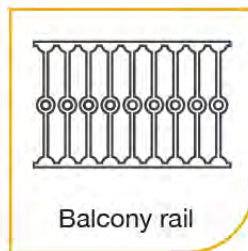
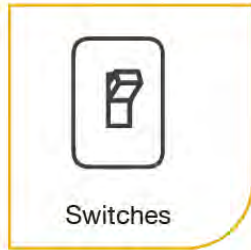


4
Use two fingers to **press the concealed metal wire down to fit the shape of the nose**

MASKS SHOULD BE
CHANGED EVERY
4 HOURS



High touch points guide



Before Cleaning



Sanitise hands



Wear gloves

After Cleaning



Dispose dirty cloths into the laundry bag



Discard used gloves



Sanitise hands

General Managers Helpful Hints

This toolkit was designed by accommodation services professionals for accommodation services professionals. The working party also included several hotel managers and hospitality professionals with a health and safety background who could challenge the concepts we were trying to highlight.

Reviewers of the toolkit were **Sally Beck FIH, the hotelier of the year, and General Manager - Royal Lancaster Hotel; Florence Alliong FIH, General Manager - Georgian House Hotel and Gagan Sharma - Hotel Manager, Taj St James's.**

These are some of the top tips they shared:

- Your accommodation service professionals who used to be the invisible force behind the hotel operations need to become a very visible part of the guest journey providing a “theatre” of cleaning that will boost guest confidence. This visibility is the key to guest comfort levels.
- The art of room allocations is the key to keeping our guests and our team members safe. We will need to work even closer than before across the departments to allow for the rooms to be allocated in a manner that allows them to lay fallow for 72 hours. This allows the rooms to be cleaned without using an ozone machine and reduces the risk to housekeeping team members. Revenue managers need to be working with Head Housekeepers to maximise the revenue whilst keeping the team and guests safe.
- If the occupancy is high, consider leaving the rooms fallow for at least 24 hours before your room attendant goes to clean it. If this is not possible, ensure that all the precautions are taken by the team. Detailed training will need to be provided to ensure that all the team is aware of the potential risks.
- Cleaning of the “stay through” rooms needs to be an option a guest should be able to choose rather than something that happens by default. This way rooms can be considered a “safe zone” for a guest once they are sanitised.
- Using a breakable seal with a note that room is Covid-19 sanitised could make a difference to how guests perceive the cleanliness and the infection prevention protocols.
- Some of these protocols might need additional resources and it is down to confident accommodation services professionals to deliver outstanding cleanliness and service. It is up to general managers to support these efforts to ensure that we can get back to doing what we do best – focusing on amazing guest journeys.
- Remove any items that cannot be fully sanitised and replace it with an alternative that keeps your team and the guest safe (mini bars, in room collateral).
- Look after your teams as much as you look after your guests – think about the back of house sanitisation stations, time and attendance area, uniform rooms and ensure that you are getting the social distancing in the back of house right first.
- Be safe, be creative and precise with your team and with your guests.

Rooms



Rooms Standards

Enhanced Cleaning Protocol

	Targeted Area	Enhanced Cleaning Protocol
1	Entrance doors	Using suitable sanitisation/disinfectant chemical ensure doors and frames on both sides are cleaned paying extra attention to touchpoints i.e. handles.
2	Light switches and control panels	Using a clean cloth and disinfecting chemical wipe all lights, lamps, switches, and control panels. Paying extra attention to touchpoints such as safe doors, handles and keypads.
3	Handles, knobs and switches	Sanitise by wiping all doors inside and out, wardrobe shelving doors inside and out. Paying extra attention to high touchpoint areas - drawers, handles and knobs. Consider using an alternative chemical with higher concentration.
4	Ventilation	Where possible windows should be opened when entering a room to allow for fresh air to flow. Consider usage of the ozone machine 15 minutes prior to cleaning a room that did not have a confirmed Covid-19 exposure. Check the room A/C unit is functioning correctly and where possible Hoover filter to remove any dust particles.
5	Telephones, remote controls, and clocks	Sanitise by wiping all items using a clean cloth. Due to the high touchpoint items extra attention to be paid to buttons, edges and grooves of each item. Consider the use of wipes with higher alcohol content.
6	Hard surfaces	Polish all tables, desks, cabinets, and credenzas. Sanitise all items paying extra attention to arms, legs, backs and edges and grooves.
7	Amenities	Sanitise all items to ensure cleanliness e.g. hairdryer. Consider the sanitise - clean - sanitise process for amenities that have high touch point value. Pay extra attention to sanitizing the handle and nozzle and any attachable parts.
8	Wardrobe	Sanitise by using chemical and clean cloth and wipe all wardrobe items - hangers, shoe brush, shoehorn, doors, and walls. Pay extra attention to all areas of the hangers as these would be a high touchpoint item. Consider the type of hangers used based on the ease of sanitization.
9	Tea & Coffee facilities	Remove all items, sanitise by wiping, washing all holders. The kettle, spoons, and cups all to be cleaned thoroughly. If using coffee machines pay attention to all touchpoints. Consider using sanitizing wipes. It is important to leave machine with the water container empty.
10	Bed	Prepare bed in accordance to hotel standard. All linen items to be cleaned and washed in a water temp of 70 C - 75C with chemical to kill all bacteria. Consult your laundry machinery manufacturer and gain advice on machine temperatures and chemical dosage settings for best results. All duvets, pillows dry cleaned regularly and during the fallow phase.
11	Windows	Check and sanitise windows i.e. handles. Sanitise with suitable chemical.
12	Mini Bar	Consider removing mini bar from the room. Check and sanitise mini bars doors, handles, shelving. Remove and sanitise all items in mini bar after each guest stay.

15	In room collateral	Consider removing the collateral from the room to reduce risk and provide it electronically.
16	Carpet	When vacuuming carpets pay extra attention to all edges and under furniture to achieve a high level of cleanliness.
17	Bathroom	Sanitise and clean bathroom areas in accordance to hotel standards. Sanitise all touchpoints areas toilet handles and seats, toilet flushes, taps, shower door, shower controls.
18	Bathroom Amenities	Sanitise all touchpoint items using a clean cloth, hot water and chemical. Clean all trays, bottles, glasses, tissue cover.
19	Towelling	Ensure all towelling items are clean and in good condition as per hotel standard. Seek advice from laundry processor, inhouse laundry to ensure all items are processed in water temp of 70 C - 75 C for best results.

Suggested confirmed Covid-19 infected room protocol

- Ensure the affected room is put into out of order status in system for a period of 72 hours. Double lock the room and allow NO ACCESS this will mean the virus present lifespan will cease to be a threat.
- Ventilate room - open all windows.
- Prepare prior to entering the room by getting all PPE on i.e. gloves, mask, shield mask, overalls.
- Prepare required tools: refuse bags, chemicals.
- Strip and bag up all bedding linen items, tying the bag tightly at top. Dispose of items as per hotel procedure.
- Remove all throws, table covers, cushions, duvets, pillows, protectors - bag up into hazard bags.
- Gather all rubbish into a refuse bag and tie tightly at top. Follow company procedure for disposal of bodily fluids.
- Bag up all towelling items into a hazard bag and ensure items are cleaned on a temperature of 70 C - 75 C.
- Place a fogging machine into the room to disinfect all surfaces, fabrics. Leave room for this process.
- Proceed to steam the room - all items of soft furnishings, carpet, bed, headboards, bathrooms, hard surfaces.
- Proceed to clean the room disinfect / sanitise the room using viral killing chemical.
- The process is as described above.

PPE considerations

- PPE should be worn in accordance to the Government guidelines. Gloves, masks, aprons, and shields.
- Consider the use of goggles in rooms with confirmed Covid-19 case if shields are not available.
- Be aware of cross contamination and the importance of correct use of PPE.
- If not using a single use PPE consider how to reduce cross contamination between the rooms.

Additional safeguarding tips and considerations from the working party

- Consider appointing a “Safe” Officer to your business with extensive training to fit the role
- Check the levels of confidence of your team members daily. Check their level of understanding of the guidance.
- Signpost clearly the route around the hotel to allow for 2 meters apart at all times.
- Consider opening the wardrobe to air prior to cleaning.
- Report any issues with each room A/C unit to Engineering to fix prior to room being allocated to another guest. Consider engineering planned preventative maintenance and increasing the frequency of filter replacements.
- During the cleaning process check that all items are working correctly for next guest to use. Consider placing the sanitized remote controls into a cover. The cover could be removable and for single use.
- When cleaning all areas check for any damage and report to Engineering to be fixed to prevent bacteria build up in any areas.
- Ensure all electrical items are functioning correctly. Consider sanitizing prior to any engineering activities as well as after.
- Consider removing amenities like slippers to reduce the potential of cross contamination.
- Consider replacing china items for disposable cups, stirrers in bedroom and bathrooms.
- Consider removing the option of evening turndown service to limit contact in rooms.
- Consider the removal from rooms of items like bed throws, dress cushions from bed and spares items in wardrobes and have on request.
- Consider removing items from Mini bars and have on request only for guests.
- Consider removing high touch point items from guest rooms e.g. magazines, books and note pads and pens/pencils. Look at option of loading guest directories content onto TV in room.
- Consider replacing all vacuum bags more frequently.
- Steam carpet with an increased frequency comparing to before.

- Consider the removal of toilet brushes from guest rooms.
- Consider removing glasses and use disposable sealed tumblers.
- Consider removing tissue covers and have individual tissue packs for guests use.
- Consider having any spare toilet paper in seal bag or on request.
- Consider supplying single use toiletries not dispensers.
- Review how any items placed in as standard and look to reduce for single occupancy.
- Consider placing a tent card in room informing the guest the room has been deeply sanitized/disinfected for their comfort.
- Consider leaving each room vacant for 24-72 hours to allow for sanitization/disinfection process to take place.
- Consider placing a card on door to inform guests that cleaning is taking place and not to enter this means the room attendant will be alone in the room reducing threat.
- Consider asking guests on check in if they will require daily service and a suitable time to clean their room when they will be out.
- Consider letting every other room to adhere to social distancing for both guests and team members on corridors.
- Consider investing in a room “Fogging” machine to disinfect all areas prior to cleaning room.
- Consider purchasing UV lights for all supervisors checking rooms to help check all areas of the room is cleaned correctly.
- Consider removing mini bar from the room.

Stay over rooms

- Consider offering a choice to guests if they would like the cleaning service whilst staying in the room.
- If the cleaning service is requested, it is advisable to leave the room empty for 3 hours and use an ozone machine before the service and after the service.

Chemicals

- It is recommended to use antiviral disinfectant and to upgrade to a healthcare grade disinfectant.

Checklist (pre-opening and ongoing routines)

Checklist – Rooms

	Targeted Area	Enhanced Cleaning Protocol	Completed by	Checked by
1	Entrance doors	Using suitable sanitisation/disinfectant chemical ensure doors and frames on both sides is cleaned paying extra attention to touchpoints i.e. handles.		
2	Light switches and control panels	Using a clean cloth and disinfecting chemical wipe all lamps and light switches and control panels. Paying extra attention to touchpoints such as safe doors, handles and keypads.		
3	Handles, knobs and switches	Sanitise by wiping all doors inside and out, wardrobe shelving doors inside and out. Paying extra attention to high touchpoint areas - drawers, handles and knobs. Consider using an alternative chemical with higher concentration.		
4	Ventilation	Where possible windows should be opened when entering a room to allow for fresh air to flow. Consider usage of the ozone machine 15 minutes prior to cleaning a room that did not have a confirmed Covid-19 exposure. Check the room A/C unit is functioning correctly and where possible Hoover filter to remove any dust particles.		
5	Telephones, remote controls, and clocks	Sanitise by wiping all items using a clean cloth. Due to the high touchpoint items extra attention to be paid to buttons, edges and grooves of each item. Consider the use of wipes with higher alcohol content.		
6	Hard surfaces	Polish all tables, desks, cabinets, and credenzas. Sanitise all items paying extra attention to arms, legs, backs and edges and grooves.		
7	Amenities	Sanitise all items to ensure cleanliness e.g. hairdryer. Consider the sanitise - clean - sanitise process for amenities that have high touch point value. Pay extra attention to sanitising the handle and nozzle and any attachable parts.		
8	Wardrobe	Sanitise by using chemical and clean cloth and wipe all wardrobe items - hangers, shoe brush, shoehorn, doors, and walls. Pay extra attention to all areas of the hangers as these would be a high touchpoint item. Consider the type of hangers used based on the ease of sanitisation.		

9	Tea & Coffee facilities	Remove all items, sanitize by wiping, washing all holders. The kettle, spoons, and cups all to be cleaned thoroughly. If using coffee machines pay attention to all touchpoints. Consider using sanitising wipes. It is important to leave machine with the water container empty.		
10	Bed	Prepare bed in accordance to hotel standard. All linen items to be cleaned and washed in a water temp of 70 C - 75C with chemical to kill all bacteria. Consult your laundry machinery manufacturer and gain advice on machine temperatures and chemical dosage settings for best results. All duvets, pillows dry cleaned regularly and during the fallow phase.		
11	Windows	Check and sanitise windows i.e. handles. Sanitise with suitable chemical.		
12	Mini Bar	Consider removing mini bar from the room. Check and sanitise mini bars doors, handles, shelving. Remove and sanitise all items in mini bar after each guest stay.		
15	In room collateral	Consider removing the collateral from the room to reduce risk and provide it electronically.		
16	Carpet	When vacuuming carpets pay extra attention to all edges and under furniture to achieve a high level of cleanliness.		
17	Bathroom	Sanitise and clean bathroom areas in accordance to hotel standards. Sanitise all touchpoints areas toilet handles and seats, toilet flushes, taps, shower door, shower controls.		
18	Bathroom Amenities	Sanitise all touchpoint items using a clean cloth, hot water and chemical. Clean all trays, bottles, glasses, tissue cover.		
19	Towelling	Ensure all towelling items are clean and in good condition as per hotel standard. Seek advice from laundry processer, inhouse laundry to ensure all items are processed in water temp of 70 C - 75 C for best results.		

Room Number:

Date:

Room Attendant Name:

Supervisor Name:

Preopening or Ongoing routine:

Front of House (Public Areas)



Front of House Standards

Enhanced Cleaning Protocol

	Targeted Area	Enhanced Cleaning Protocol
1	Entrance doors to hotel	<p>Special attention to be paid to handles, glass, and finger plates. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>Consider using disinfectant wipes with shorter drying time. Clean the door handle after every guest.</p>
2	Reception / Concierge desk	<p>The key areas to focus on are countertop, desk, handles, keyboards, printer keyboards, phone. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>Consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours and Sanitise the counter after every guest.</p>
3	Concierge luggage delivery	<p>The key areas to focus on are luggage trolley, shelves, countertop, desk, handles, keyboards, printer keyboards, phone. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal. Consider using disinfectant wipes with shorter drying time.</p> <p>Conduct the cleaning protocol every 4 hours and Sanitise the counter after every guest.</p>
4	Business centre	<p>The key areas to focus on are armchair armrests, coffee machine, furniture handles, lamp switches, counter tops, tabletops, phone and keyboard. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal. Consider using disinfectant wipes with shorter drying time.</p> <p>Conduct the cleaning protocol every 4 hours and Sanitise the counter after every guest.</p>
5	Guest lifts	<p>Special focus on call buttons inside and out. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>Carefully consider the lift protocols and have clear signage explaining the social distancing measures. Consider having a team member solely dedicated to sanitise the lifts and supervise that lift protocols are followed.</p>
6	Lounge	<p>The key areas to focus on are armchair armrests, coffee machine, furniture handles, lamp switches, counter tops, tabletops, phone and keyboard. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal. Consider using disinfectant wipes with shorter drying time.</p> <p>Conduct the cleaning protocol every 4 hours and Sanitise the counter after every guest.</p>

7	Bar	<p>Key areas to pay attention to are dividers, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, menu cards, credit cards machine.</p> <p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p>
8	Restaurant	<p>Key areas to pay attention to are plexi-glass screens, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, menu cards, credit cards machine.</p> <p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p>
9	Public Toilets	<p>Use a "disinfect spray" as recommended for all touch points used by guests and wipe dry with a paper towel which is placed in a plastic bag and sealed before disposal. Periodically throughout the day close off the area and steam clean all surfaces and cubicles.</p> <p>Recommended frequency is every 4 hours. The areas to focus on are door handles, hand contact areas (paper dispenser), soap dispensers, switches, toilet seat, trash bin, water taps. We recommend having a time log for cleaning schedules displayed in the bathrooms. Consider having a full time public area attendant assigned to toilets sanitising after every use.</p>
10	Stairs, banisters and rails	<p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p>
11	Event and function areas	<p>Special focus on call buttons inside and out. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal. The areas of special focus are desk, table tops, flipcharts, door handles, meeting room accessories, coffee machine, kettle, phone, remote controls and switches.</p>

Suggested confirmed Covid-19 infected area protocol

- Ensure the affected area is put as out of order/blocked from public status in system/ with reception and all departments for a period of 72 hours. Allow NO ACCESS this will mean the virus present lifespan will cease to be a threat.
- Ventilate area - open all windows where possible
- Prepare prior to entering the area by getting all PPE on i.e. gloves, mask, shield mask, overalls.
- Prepare required tools: refuse bags, chemicals.
- Remove all soft furnishings that can be removed and bag up into hazard bags.
- Gather all rubbish into a refuse bag and tie tightly at top. Follow procedure for disposal of bodily fluids.
- Place a fogging machine into the area to disinfect all surfaces, fabrics. Leave area for this process.
- Proceed to steam the area.

- Proceed to clean the area disinfect / sanitize the area using anti-viral killing chemical.

Chemicals

- It is recommended to use antiviral disinfectant and to upgrade to a healthcare grade disinfectant.

PPE considerations

- PPE should be worn in accordance to the Government guidelines. Gloves, masks, aprons, and shields.
- Consider the use of goggles in rooms with confirmed Covid-19 case if shields are not available.
- Be aware of cross contamination and the importance of correct use of PPE.
- If not using a single use PPE consider how to reduce cross contamination between the rooms.

Additional safeguarding tips and considerations from the working party

- Frequency of the cleaning is the key and it should be calculated based on infection risk, foot traffic, soil load. Other considerations could be product type, soil type and surfaces.
- Check the levels of confidence of your team members daily. Check their level of understanding of the guidance.
- Signpost clearly the route around the hotel to allow for 2 meters apart at all times.
- Step up the cleaning of the air filters for ensure better flow of fresh air.
- Switch off the electric hand dryers.
- Consider removing amenities from all the public areas and dispense them at request
- Consider the removal of toilet brushes from the public area facilities.
- Consider having a full time public area attendant assigned to toilets sanitising after every use.
- Sanitisation stations need to be strategically posted and available in both back of house and front of house areas.

Checklist (pre-opening and ongoing routines)

Checklist – Front of House

	Targeted Area	Enhanced Cleaning Protocol	Completed by	Checked by
1	Entrance doors to hotel	<p>Special attention to be paid to handles, glass, and finger plates. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>Consider using disinfectant wipes with shorter drying time. Clean the door handle after every guest.</p>		
2	Reception / Concierge desk	<p>The key areas to focus on are countertop, desk, handles, keyboards, printer keyboards, phone.</p> <p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>Consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours and sanitise the counter after every guest.</p>		
3	Concierge luggage delivery	<p>The key areas to focus on are luggage trolley, shelves, countertop, desk, handles, keyboards, printer keyboards, phone.</p> <p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>Consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours and sanitize the counter after every guest.</p>		
4	Business centre	<p>The key areas to focus on are armchair armrests, coffee machine, furniture handles, lamp switches, counter tops, tabletops, phone and keyboard.</p> <p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal. Consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours and sanitise the counter after every guest.</p>		
5	Guest lifts	<p>Special focus on call buttons inside and out. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>Carefully consider the lift protocols and have clear signage explaining the social distancing measures. Consider having a team member solely dedicated to sanitise the lifts and supervise that lift protocols are followed.</p>		

6	Lounge	<p>The key areas to focus on are armchair armrests, coffee machine, furniture handles, lamp switches, counter tops, tabletops, phone and keyboard. Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>Consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours and sanitise the counter after every guest.</p>		
7	Bar	<p>Key areas to pay attention to are dividers, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, menu cards, credit cards machine.</p> <p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p>		
8	Restaurant	<p>Key areas to pay attention to are plexi-glass screens, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, menu cards, credit cards machine.</p> <p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p>		
9	Public Toilets	<p>Use a "disinfect spray" as recommended for all touch points used by guests and wipe dry with a paper towel which is placed in a plastic bag and sealed before disposal. Periodically throughout the day close off the area and steam clean all surfaces and cubicles. Consider having a full time public area attendant assigned to toilets sanitising after every use.</p> <p>Recommended frequency is every 4 hours. The areas to focus on are door handles, hand contact areas (paper dispenser), soap dispensers, switches, toilet seat, trash bin, water taps. We recommend having a time log for cleaning schedules displayed in the bathrooms.</p>		
10	Stairs, banisters and rails	<p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p>		
11	Event and function areas	<p>Special focus on call buttons inside and out. Sanitize with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal.</p> <p>The areas of special focus are desk, table tops, flipcharts, door handles, meeting room accessories, coffee machine, kettle, phone, remote controls and switches.</p>		

Area:

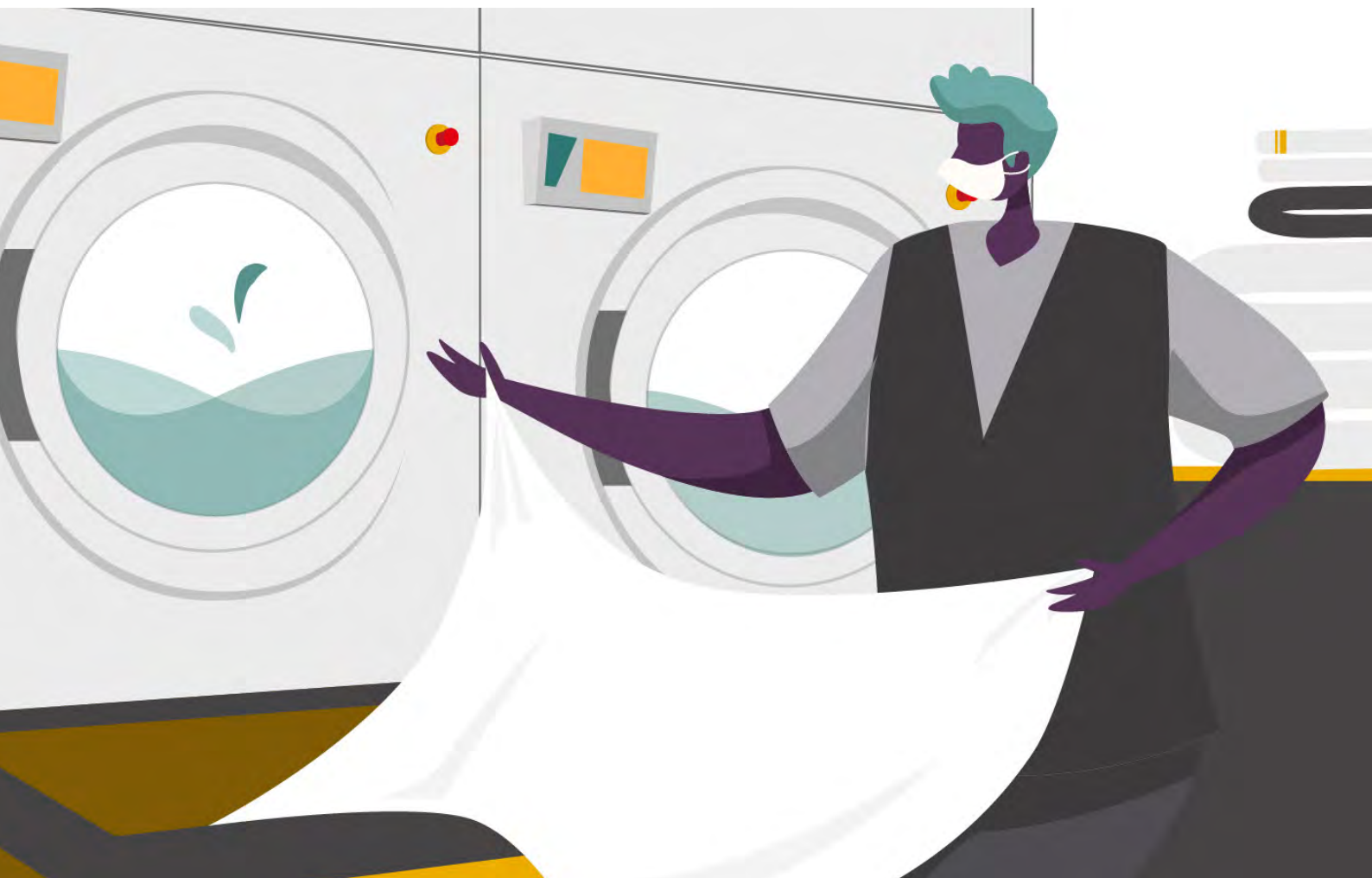
Date:

Attendant Name:

Supervisor Name:

Preopening or Ongoing routine:

Back of House



Back of House Standards

Enhanced Cleaning Protocol

	Targeted Area	Enhanced Cleaning Protocol
1	Changing room	Disinfect and clean all relevant touch points: toilet seat, bowl, flush, door handles, dispensers, taps, switches. Empty and clean bins (excl. sanitary bins). Sanitise and clean showers, sinks and toilets. Vacuum and mop floor with an appropriate healthcare grade disinfectant. Sanitise and polish doorplates, spot clean doors, wipe and polish chrome fittings. Sanitise and damp wipe all doors fully, all walls and all lockers.
2	Staircases	The key areas to focus are handrails that need to be sanitized at least once every hour. Staircases should be moped with appropriate chemicals to reduce the chance of spreading the virus.
3	Corridors	Sanitise all touch points: handles, light switches, door push plates and release buttons. Regularly mop the floor using healthcare grade disinfectant. Sanitise and damp wipe all skirting, walls and full doors. Sanitise with approved disinfectant spray, consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours.
4	Laundry room, equipment room, workshop	Sanitise and disinfect all touch points: handles, light switches, machine buttons and taps. Sanitise and disinfect cleaning equipment such as Vacuum's, mops, baskets, trolleys, irons, carpet cleaning machines and dispensers daily. Sanitise with approved disinfectant spray, consider using disinfectant wipes with shorter drying time for areas with high traffic.
5	Offices	Ensure that any rubbish is removed safely and using correct procedures. Regularly mop the floor using healthcare grade disinfectant. Clean monitors, keyboards, mouse, printers, PDQ machines, water fountain, kettle etc using sanitising products that have the correct chemical components to kill the virus. Consider using disinfectant wipes with shorter drying time for use in the offices.
6	Staff canteen	Key areas to pay attention to are plexi-glass screens, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, buffet stands, vending machine and water fountains. Sanitise with approved disinfectant spray, wipe off with paper towel. Place paper in a sealed plastic bag for disposal. Consider the frequency
7	Training room	Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal. The areas of special focus are desk, tabletops, flipcharts, door handles, meeting room accessories, coffee machine, kettle, phone, remote controls and switches.

Suggested confirmed Covid-19 infected area protocol

- Ensure the affected area is put into out of order status in system for a period of 72 hours. Secure the area and allow NO ACCESS this will mean the virus present lifespan will cease to be a threat.

- Ventilate room - open all windows.
- Prepare prior to entering the area by getting all PPE on i.e. gloves, mask, shield mask, overalls.
- Prepare required tools: refuse bags, chemicals.
- Gather all rubbish into a refuse bag and tie tightly at top. Follow procedure for disposal of bodily fluids.
- Bag up all towelling items into a hazard bag and ensure items are cleaned on a temperature of 70 C - 75 C.
- Place a fogging machine into the area to disinfect all surfaces, fabrics. Leave area for this process.
- Proceed to steam the area.
- Proceed to clean the area - disinfect / sanitize the area using viral killing chemical.

Chemicals

- It is recommended to use antiviral disinfectant and to upgrade to a healthcare grade disinfectant.

PPE considerations

- PPE should be worn in accordance to the Government guidelines. Gloves, masks, aprons, and shields.
- Consider the use of goggles in rooms with confirmed Covid-19 case if shields are not available.
- Be aware of cross contamination and the importance of correct use of PPE.
- If not using a single use PPE consider how to reduce cross contamination between the rooms.

Additional safeguarding tips and considerations from the working party

- Check the levels of confidence of your team members daily. Check their level of understanding of the guidance.
- Signpost clearly the route around the hotel to allow for 2 meters apart at all times.
- Consider opening the changing room facilities to air prior to cleaning. Consider separating uniform rooms per department to allow for easier social distancing.
- Consider engineering planned preventative maintenance and increasing the frequency of filter replacements.
- Time and attendance machines need to be sanitised after every use with a process being explained to all team members. Consider arranging drop of areas within department where team members could drop off scrub bags with their uniforms to be cleaned.
- Sanitisation stations need to be strategically posted and available in both back of house and front of house areas.

Checklist (pre-opening and ongoing routines)

Checklist – Back of House

	Targeted Area	Enhanced Cleaning Protocol	Completed by	Checked by
1	Changing room	<p>Disinfect and clean all relevant touch points: toilet seat, bowl, flush, door handles, dispensers, taps, switches. Empty and clean bins (excl. sanitary bins).</p> <p>Sanitise and clean showers, sinks and toilets. Vacuum and mop floor with an appropriate healthcare grade disinfectant.</p> <p>Sanitise and polish doorplates, spot clean doors, wipe and polish chrome fittings. Sanitize and damp wipe all doors fully, all walls and all lockers.</p>		
2	Staircases	<p>The key areas to focus are handrails that need to be sanitised at least once every hour. Staircases should be moped with appropriate chemicals to reduce the chance of spreading the virus.</p>		
3	Corridors	<p>Sanitise all touch points: handles, light switches, door push plates and release buttons. Regularly mop the floor using healthcare grade disinfectant.</p> <p>Sanitise and damp wipe all skirting, walls and full doors.</p> <p>Sanitise with approved disinfectant spray, consider using disinfectant wipes with shorter drying time. Conduct the cleaning protocol every 4 hours.</p>		
4	Laundry room, equipment room, workshop	<p>Sanitise and disinfect all touch points: handles, light switches, machine buttons and taps.</p> <p>Sanitise and disinfect cleaning equipment such as vacuum's, mops, baskets, trolleys, irons, carpet cleaning machines and dispensers daily.</p> <p>Sanitise with approved disinfectant spray, consider using disinfectant wipes with shorter drying time for areas with high traffic.</p>		
5	Offices	<p>Ensure that any rubbish is removed safely and using correct procedures. Regularly mop the floor using healthcare grade disinfectant.</p> <p>Clean monitors, keyboards, mouse, printers, PDQ machines, water fountain, kettle etc using sanitising products that have the correct chemical components to kill the virus.</p> <p>Consider using disinfectant wipes with shorter drying time for use in the offices.</p>		

6	Staff canteen	<p>Key areas to pay attention to are: plexi-glass screens, all handles, dispensers, trays, condiment dispensers, switches, chairs, table and counter tops, buffet stands, vending machine and water fountains.</p> <p>Sanitise with approved disinfectant spray, wipe off with paper towel. Place paper in a sealed plastic bag for disposal. Consider the frequency</p>		
7	Training room	<p>Sanitise with approved disinfectant spray, wipe off with paper towel and polish with micro cloth. Place paper in a sealed plastic bag for disposal. The areas of special focus are desk, tabletops, flipcharts, door handles, meeting room accessories, coffee machine, kettle, phone, remote controls and switches.</p>		

Area:

Date:

Attendant Name:

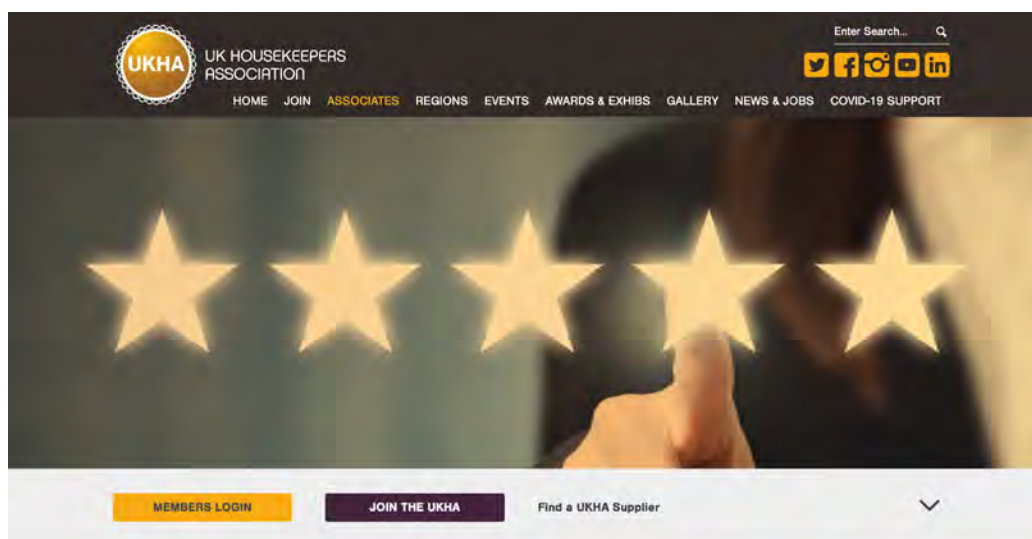
Supervisor Name:

Preopening or Ongoing routine:



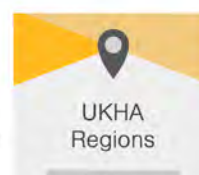
Recommended UKHA Suppliers

At UKHA we have approved suppliers that we work with in all aspects of service related to cleaning and housekeeping. Please take a look on our [Approved Supplier page](#):



Find a UKHA Supplier

All our current UKHA Associate members can be found below. Our members are all tried and tested suppliers of services and goods to the hotel and hospitality industries. Search using the criteria below and contact them directly with your requirements.



Mental Health Matters



Mental Health

These surveys are recommended for your team who are on extended leave or furlough to ensure a robust and safe return to work.



We recommend a **Pre-return Interview** and also a **Sensor Check** when your team are back after at least 2 weeks.

- Mental health surveys
- Pre-return interview
- Sensor check

Free online platforms for surveys

There are many free platforms available so please be sure to undertake your own research on the best one that suits your business.

An example of 1 platform that is listed as the top ranked in the UK is: **Survey Monkey** have a free automated service where you can upload these surveys and send these electronically to your team. <https://www.surveymonkey.com/user/sign-up/>

The **free service** only allows for 10 questions per survey.

Free mental health online service partners

Our partners recommend this brilliant and free service by <http://nowpause.org>, a free mental health initiative powered by recruitment agents 'mum'.

It is specifically aimed at the hospitality sector and your team will have access to professional and qualified advice that can help them in all aspects of their lives.

“ Good mental health is so important. This initiative is just what the hospitality industry needs at this stressful time. We wholeheartedly support it.”

*Jo Simovic, Chief Operating Officer,
Umbrella Training*



Example pre-return health & wellbeing survey

1. How would you rate your overall level of wellbeing?

- Good
- Satisfactory
- Of concern

2. Overall, how would you rate your level of confidence with regards to returning to work?

- Good
- Satisfactory
- Worried

3. Have you or your family members', have been affected emotionally by the Coronavirus pandemic?

- Yes
- No

If yes,
Do you have access to support?

- Yes
- No

4. To which degree has isolation and the lack of contact with your family/friends affected your wellbeing?

- No impact
- Minimal Impact
- Moderate Impact
- Significant impact
- High Impact

5. Do you feel fully confident about your skills after not working for a long period of time?

6. Are there any obstacles that would prevent you from coming back to work?

7. Do you feel safe using public transport?

- Yes
- No

8. If not, what mode of transport would you consider as an alternative?

9. What are you currently doing to help improve your wellbeing?

- Cooking/baking
- Spending time with friend and family online
- Online Activities
- Volunteering
- Health Eating
- Exercise
- Creative arts (i.e. writing, music, painting and crafts)
- Gardening
- Nothing

10. In your opinion, what kind of support would you like the hotel to provide for your safe return to work?

Example sensor check survey – post return

1. Have you attended back to work interview/reinduction?

- Yes
- No

2. Do you feel confident being back at work?

- Yes
- No

3. What can we do to make you feel more confident?

4. What concerns do you have about your work?

5. How are you travelling to work?

- Public transport
- Car
- Walking
- Bike
- Motorbike
- Any other:

6. Do you feel safe using public transport (if used)?

- Yes
- No

7. Is anyone in your family self-isolating?

- Yes
- No

8. Has anyone in your household had covid-19?

- Yes
- No

9. What development do you feel you need?

10. Is there anything else you need help with?



Recommended risk assessments

As an employer, you're required by law to protect your employees, and others, from harm Under the *Management of Health and Safety at Work Regulations 1999*, the minimum you must do is:

- identify what could cause injury or illness in your business (hazards)
- decide how likely it is that someone could be harmed and how seriously (the risk)
- take action to eliminate the hazard, or if this isn't possible, control the risk
- Assessing risk is just one part of the overall process used to control risks in your workplace.

For most small, low-risk businesses the steps you need to take are straightforward and are explained in these pages. We recommend you undertake the risk assessments as shown here and available on the following health and Safety executive website: <https://www.hse.gov.uk/news/coronavirus.htm>

Here you will find risk assessment templates and examples and details on managing risk within your organisation.

Recommended Training Tools



Clinical Cleanliness Courses

Umbrella Training have developed the following COVID-19 suite of training modules that are available to all members either as a stand-alone course or as part of an apprenticeship.



Clinical Cleanliness Level 2



Clinical Cleanliness Level 3

Apprenticeships

The Hospitality Team Member, Hospitality Supervisor and Hospitality Manager apprenticeships with Clinical Cleanliness and COVID-19 modules are now available. These can be funded either by your apprenticeship levy or Umbrella Training can support with funding either through levy transfers or the Apprenticeship Service for small businesses (SME's).

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11,12	Month 13	Month 14	
Discussing Waste Assessment & Safe Disposal	Clinical Cleanliness Infection Control Program	Teaching & Learning Bring Material of Acquired from all of the current levels. Developing self and others. Teaching and feedback	Clinical Cleanliness Infection prevention strategies	Teaching & Learning Collecting Data & Planning the Work of your Team	Teaching & Learning Infection Control, Cleaning & Disinfection	Teaching & Learning Infection Control, Cleaning & Disinfection	Teaching & Learning Infection Control, Cleaning & Disinfection	Teaching & Learning Infection Control, Cleaning & Disinfection	Teaching & Learning Infection Control, Cleaning & Disinfection	Teaching & Learning Infection Control, Cleaning & Disinfection	Teaching & Learning Infection Control, Cleaning & Disinfection	Teaching & Learning Infection Control, Cleaning & Disinfection	Teaching & Learning Infection Control, Cleaning & Disinfection
Write & English Documents Assignment of Learner Road Map	Clinical Cleanliness Infection Control Program	Professional Discussion Infection Control Program	Clinical Cleanliness Infection Control Program	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development	1-1 Remote Contact Engagement Checking & Development
Assign Guest: 80% 20% 100 by the end of the	Clinical Cleanliness Infection Control Program	Understanding OHS Teaching & Learning Health, Safety, Fire & Security Awareness	Clinical Cleanliness Infection Control Program	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness
Teaching & Learning Activity	Clinical Cleanliness Infection Control Program	Teaching & Learning Health, Safety, Fire & Security Awareness	Clinical Cleanliness Infection Control Program	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness	Checking & Development OHS Awareness
Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program	Clinical Cleanliness Infection Control Program

Free online courses are available from the World Health Organisation and are available in different languages. Please follow the link below:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/training/online-training>

Please contact Umbrella on **0333 577 2557** or info@umbrellatraining.co.uk

Umbrella Training also offer the Highfield accredited course online:

Infection Control and Prevention – Level 2 Award

What is Infection Prevention and Control?

Infection Prevention and Control is a practical solution, based on a scientific approach, to prevent the harm caused by infection to both patients and health workers.

Infections and infectious diseases are a major cause of illness and death. Infectious diseases can spread. As with all illnesses, prevention is better than cure.

Areas Covered:

- Pathogenic microorganisms
- Chain of infection
- Consequences of infection
- Factors that increase the risk of infection
- Breaking the chain
- Control measures
- Health and hygiene
- Hand hygiene
- PPE
- Safe handling of waste
- Environmental contamination
- Legislation
- Employers' and employees' responsibilities

Covid 19 module:

- The differences between a virus and bacteria
- how our bodies respond to viruses
- what COVID-19 is
- how the virus spreads
- the symptoms of COVID-19
- how we can protect ourselves
- where to stay informed

We are proud to say that Umbrella Training are offering 100 of the above Highfield courses FREE of charge on a first come, first serve bases to UKHA members with a maximum of 2 per business.

Please contact Umbrella on

0333 577 2557

info@umbrellatraining.co.uk



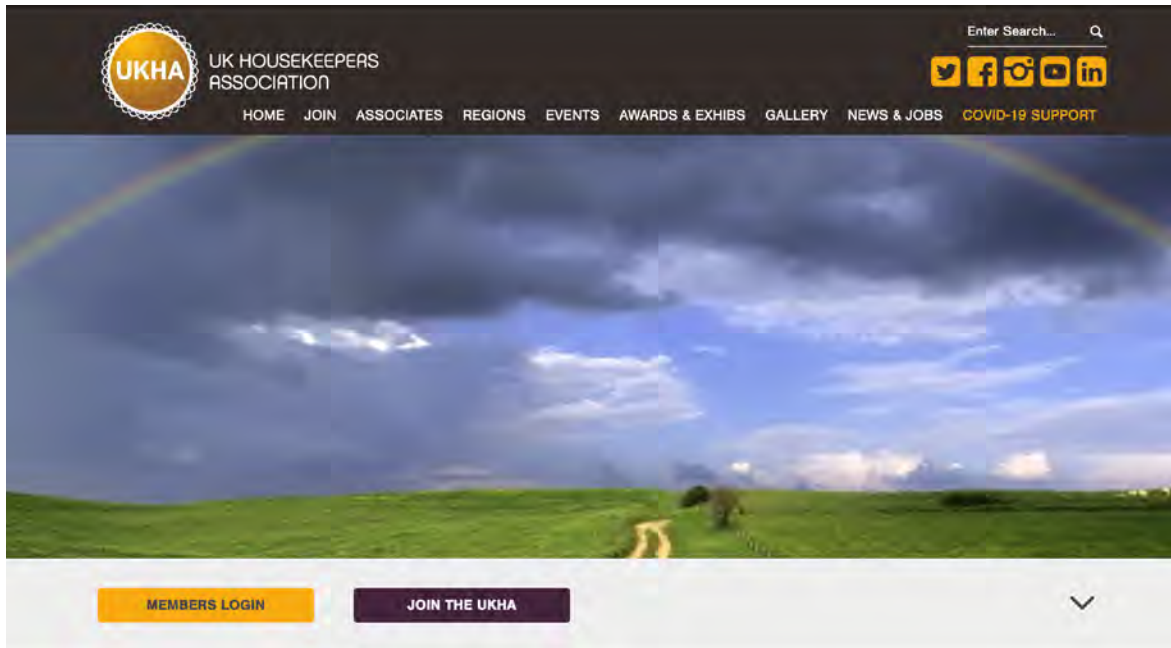
Other Useful Information and Links



UKHA Covid-19 support

Our website contains extensive advice issued by government.

Take a look: <https://www.ukha.co.uk/covid-19>



COVID-19 Support & Information

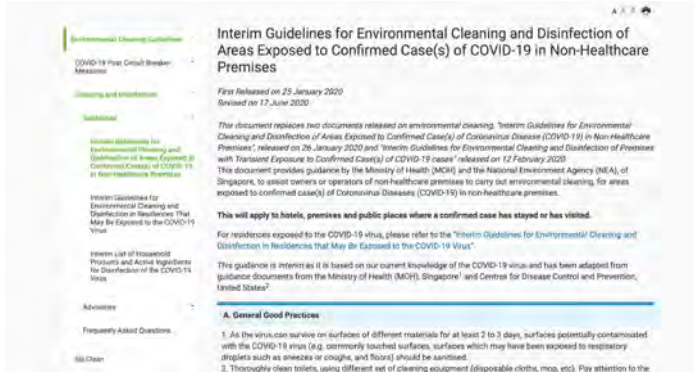
This page has been created to support and inform our membership throughout the Coronavirus outbreak.

Whilst we realise that this is an incredibly hard time for the hospitality industry as a whole, we are in this together and we will get through it. The future post Covid-19 will be different, but we remain positive and we will do our best to support our membership throughout. If you can share any resources or information that you feel could benefit members of the UKHA please email >> marketing@ukha.co.uk.

Membership year: We will be suspending the expiry date for our memberships and this will be defined once we are able to resume our meetings and events programme. All UKHA members will enjoy a FULL year's membership once the Coronavirus Crisis is over.

Events: During the Coronavirus Crisis all UKHA events across the UKHA will be postponed until further notice. We are monitoring the situation closely and will advise our membership on developments via email and social media over the coming weeks.

Helpful Websites



<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/cleaning-and-disinfection/guidelines-for-environmental-cleaning-and-disinfection>

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings#what-you-need-to-know>



What you need to know

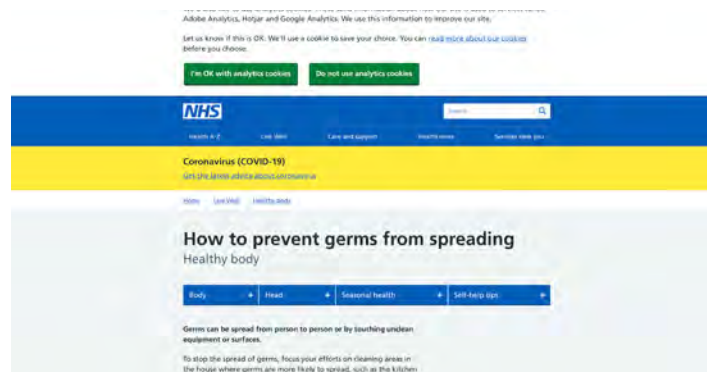
- cleaning an area with normal household disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people.



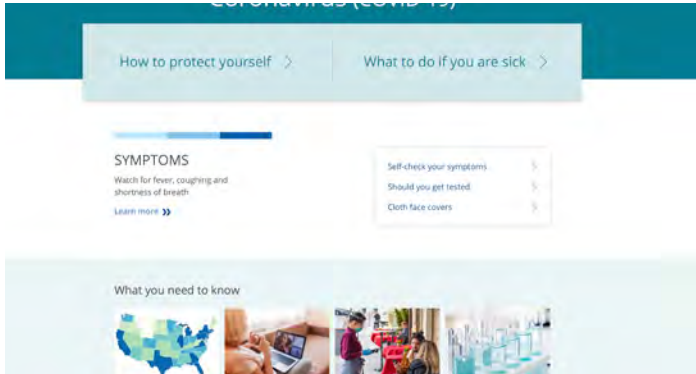
https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/886668/COVID-19_Infection_prevention_and_control_guidance_complete.pdf



<https://www.nhs.uk/live-well/healthy-body/how-to-prevent-germs-from-spreading/>

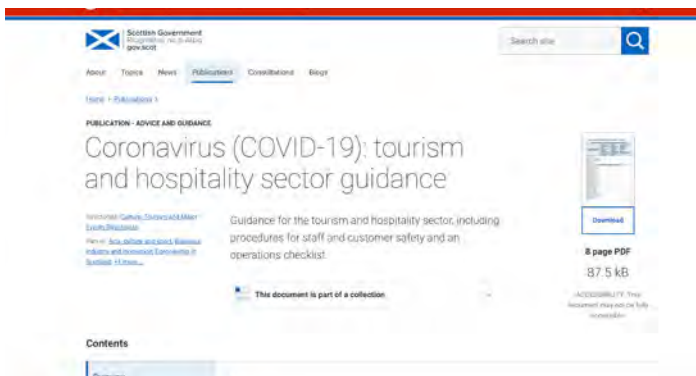
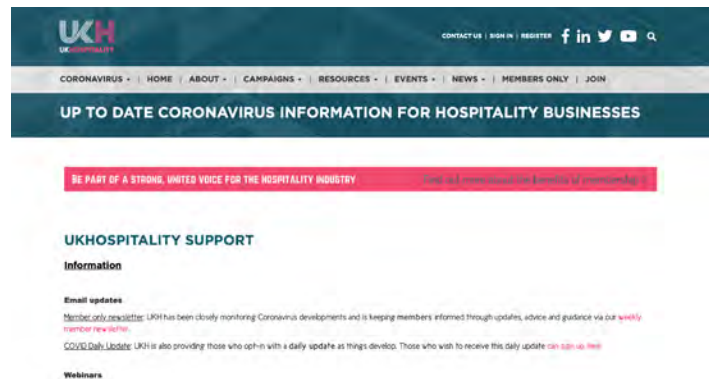


Helpful Websites



<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.ukhospitals.org.uk/page/coronavirus>



<https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/>

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

