

SAFE & CLEAN

enhanced Safety and Cleaning Protocol

For Safe & Clean Membership



General Good Hygiene Measures

Measures to be implemented ensuring staff and guests keep up appropriate cleanliness.

Provide hand sanitiser or hand washing facilities to allow staff and guests to wash or sanitise their hands regularly.

Provide education on COVID-19 hygiene protocols and practices, including cleaning, to staff.

Make available information on COVID-19 hygiene protocols and practices to guests/customers.

Provide signage around your place to remind customers, guests and employees to maintain hygiene practices and to go home if they are feeling unwell.

Identify all facilities, equipment and transport vehicles that require cleaning and sanitizing. Determine also all high touch surfaces and increased your regular cleaning schedule (exp. door handles and service counters).

Make sure that you have adequate supplies of cleaning and disinfecting products.

Increase the frequency for cleaning and sanitizing in all public spaces and all high traffic back of house areas with an emphasis on frequent shared contact surfaces.

Consider ways to limit customer self-service.

Consider ways to minimise handling of shared items to avoid the risk of contamination. (For example identification cards, drinking straw containers, condiments etc.)

Shared tools and equipment are cleaned and disinfected during and after each shift or anytime the equipment is transferred to a new employee.

The use of shared food and beverage equipment, including shared coffee/tea service, has been discontinued (optional).

Increase the frequency of air filter replacement and HVAC system cleaning to maximize fresh air exchange.

Environmental protection approved cleaning and sanitizing protocols are in place to clean guest rooms, with particular attention paid to high touch items. HEPA filters are to be utilized in vacuum cleaners.

All bed linens and laundry are washed at the hottest temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while be transported.

By following this Safe & Clean enhanced safety and cleaning protocol, our members are taking significant steps toward protecting themselves, their guests and their employees. They help preventing the spread of coronavirus or any other pandemic disease.

It is our commitment to the new normal in the Caribbean.

Special Guest Safety Measures

Measures to be implemented ensuring guests remain well.

Guests and visitors are requested to use hand sanitizer and provide dispensers, touchless whenever possible, at primary guest entrances and contact areas.

An amenity bag is provided during check-in containing COVID-19 awareness information, hand sanitizer, and perhaps masks/gloves (optional).

Guests enter through doors that are open or are automated or manually operated by an employee (if possible/practical).

Employees do not open the doors of guest vehicles and there are no valet services, unless requested or special circumstances.

If masks are required, the hotel displays signage prominently, outlining proper mask usage.

Dining services are updated to discontinue self-service buffets, using cafeteria style or grab-and-go services instead.

A spray bottle of sanitizer or wipes in each room for guest use is provided (optional).

Elevator button panels are sanitized and/or hand sanitizer is available at or in elevators, and the number of guests per elevator is limited. Guests requesting bell service are assisted and the bell cart is sanitized after each use.

Multi-use and unnecessary items and amenities are removed from guest/customer rooms/areas.

Housekeeping does not enter guest rooms during a stay, unless by special request or circumstances (if possible) and only when guests aren't present.

Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.

The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay.

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Physical Distancing Measures

Measures to be implemented ensuring staff and guests maintain appropriate physical distancing

Provide education on adhering to physical distancing to staff.

Provide clear guidance on physical distancing to customers. Don't forget signage to remind customers about physical distancing.

Noticeable signage is displayed, including any required social distancing signage, floor markings indicating 1.5 meters distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.

Manage physical distancing as part of any delivery service or picking up goods.

Suppliers, delivery drivers, and other individuals from third-party companies are instructed about symptom screening and social distancing requirements.

Plan measures to manage entry and exit points so that people do not group in these areas.

Place signage around the business to discourage customers crowding together in any one area and to remain 1.5 meters apart when moving through the business.

Preview revised table or seating configuration so groups of customers at tables or seating areas are 1.5 meters away from other groups.

Where physical distancing is not possible, 'sneeze guards,' mask requirements, or usage limits and layout adjustments are in place.

If applicable, ensure physical distancing and cleaning and disinfecting of furniture and equipment at pools or aquatic venues.

Monitoring and identification of unwell staff

Measures to be implemented ensuring staff remain well

Provide education or information about COVID-19 transmission and symptoms and all guest protocols and procedures to staff.

Housekeepers wear masks and are required to wear gloves, with eyewear highly recommended.

Staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas).

Prepare protocols for staff to not attend work if unwell.

[Employees are encouraged to check their temperature prior to their shift and not come to work if feeling sick. Employees are asked if they are experiencing symptoms of COVID-19 (confidential medical record)].

Provide direction to staff to seek medical advice if they have symptoms of COVID-19.

Educate your staff on proper hand cleaning practices and follow guidelines regularly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.

Make sure that employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE.

Masks and gloves are to be provided to employees when appropriate/required.

In the case of a presumptive COVID-19 positive guest, the guest's room is removed from service and quarantined and the guest room is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol (per local regulations, if applicable).