

Covid-19 / Coronavirus Precautionary Measures at Turyaa Chennai

General

<u>“Recommended” Action Plans</u>
1. Daily checking of staff’s temperature at the employee entrance upon their <u>arrival</u> at work and before they <u>leave</u> for the day.
2. To implement daily checking of temperatures for contractors/vendors/ suppliers as well, at the security checkpoints before they are allowed entry or proceed to do their work in the hotel.
3. All staff, part-timers, contractors, vendors and suppliers are required to fill up a Health Declaration Form daily to declare their state of health; whether they have come into contact with any person suspected of the Covid/ corona virus infection; and their past travel patterns of the last 10 days.
4. Any staff who is unwell and down with fever or flu symptoms must see a doctor immediately. Unwell staff is not allowed to return to work without clearance by the doctor. Contracted workers in the staff canteen to be monitored daily as well.
5. All Managers and Heads of Dept. to monitor their staff closely for any symptom of cough, flu, running nose, fever or difficulty in breathing. If a staff show any of these signs, the Manager or Head of Dept will send him home or direct him to see a doctor immediately.
6. Heighten the awareness and knowledge of staff on the Covid/ corona virus symptoms. Provide staff with proper training to handle the Covid/ corona virus-related enquiries from guests or the public, either in face-to-face situation or over the telephone.
7. To equip all staff with a training and handbook on the Covid/ corona virus – a what-to-do checklist, and provide them with a regular update on health advisories on the Covid/ corona virus for the workplace.

“Recommended” Action Plans

8. Advise staff to defer non-essential travel. All staff who return from overseas or other cities must report to HR Dept. for documentation and to see a doctor if unwell.

9. Hotel must always ensure that , it does not have a staff on duty who has any of the infected cities within the last 14 days.

10 To self-quarantine or impose suspension of duty for 14 days for the following staff:

- (i) Staff who have visited (for business or vacations) to countries or cities affected
- (ii) Staff whose immediate family members are on quarantine order
- (iii) Staff who have come into contact with a known infected individual

The management will call the quarantined staff daily to check on his well-being.

11 Regular washing of hands.

- (i) All staff must wash their hands regularly (every hourly at least) to reduce the risk of contracting virus.
- (ii) Staff to wash their hands thoroughly before and after meeting with guests, and before and after each meal. They are also to be advised to avoid contact of their hands with their eyes, nose and mouth.
- (iii) Use warm water when washing of hands with soap, preferably 41 degree Celsius.
- (iv) Hand washing posters to be put up in appropriate areas.

12 To increase the cleaning and disinfection frequency of back-of-the-house areas, staff canteen, staff lockers and staff changing rooms.

13 Stringent checks to be imposed at security checkpoints and entry is controlled and restricted for suppliers and vendors.

14 To implement zoning in the hotel premises by using different coloured stickers for different zones, and each contractor or supplier will be assigned a specific coloured sticker to indicate the zone that he is allowed entry into. This is to limit his movement round the hotel premises.

15 A Contingency Plan must be developed and briefed to all staff to prepare for emergencies such as a hotel staff or guest being suspected or diagnosed of having contracted the Covid/ corona virus.

“Recommended” Action Plans

- 16 To implement a controlled system of good hygiene and sanitation practices.
- 17 The hotel must engage the service of a medical doctor on a 24-hour basis for emergencies.

Front Office

“Recommended” Action Plans

1. Front Office staff to “screen” all check-in guests

Also to request guests to complete a Health Declaration Form to declare their state of health; whether they have come into contact with any person suspected of the Covid/ corona virus; and their past travel patterns of the last 14 days.
2. Giving all guests a note on the Covid/ corona virus upon check-in. Stating that we care for you and we have taken all measures to ensure you are safe.
3. Guest letter to be placed in all guest rooms to remind guests to contact the Hotel Manager if they feel unwell.
4. Front Office staff to ensure that the guest registration card is completed in full – i.e. name and passport no., arrival flight details, double check on the spelling etc.
5. All hotel staff to be extra vigilant in looking out for any guest who appears to be ill. If an unwell guest is identified, staff to volunteer to call a doctor for the guest.
6. Face masks and thermometers readily available for guests on request.

Guest Rooms

“Recommended” Action Plans

1. All Front Office staff, Guest Relations Officers, Housekeeping and Laundry staff to practise high standard of personal grooming and hygiene.

“Recommended” Action Plans

2. Use of protective gloves and face masks by housekeeping staff when cleaning the rooms and sorting guest linen. Laundry staff should also use protective gloves when handling linens.

Soiled linen such as pillowcases, bed sheets, curtains and used towels should be placed in leak resistant laundry bags and sealed before sending to the laundry room for cleaning.

All rubbish in the room should be cleared into trash bag and sealed immediately.

Staff must be educated on the proper use and disposal of gloves and face masks – eg. there should not be direct contact of the bare hands with the used gloves or masks.

3. Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent cleaning of rooms, including all surfaces, furniture, telephone etc.

4. All cleaning equipment and cleaning cloths must be washed with disinfectants.

5. Thorough cleaning and disinfection of the air conditioning system to reduce possibility of cross infection of viruses.

Disinfection of the air-conditioning unit should be carried out a few hours after the guest has checked out. The balcony door and windows, if any, should be opened during the disinfection of the air-conditioning unit. This includes disinfecting the fan coil unit and cleaning the filter, drain pan, grill and collar duct.

6. Air-conditioning unit re-adjusted to ensure maximum fresh air circulation in all guest rooms.

7. Disinfectant spray and ozone treatment to be used regularly along guest room corridors.

Public Areas

“Recommended” Action Plans

1. Use of protective gloves when cleaning public areas.

Staff must be educated on the proper use and disposal of gloves – eg. there should not be direct contact of the bare hands with the used gloves.

“Recommended” Action Plans

2. Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent cleaning of public or common areas – such as the corridors, guest lifts, call buttons, railings, door knobs, telephones, toilets etc.
4. All public areas should continue to be sanitized every 2 hours, on a daily basis.
5. When there is an on-going function or over the weekends when there is bigger crowd, the public areas and public toilets should be cleaned more often.

F&B Outlets and Kitchen

“Recommended” Action Plans

1. To obtain from the guests or patrons dining at the restaurants their names and contact details – this is to assist in contact tracing, should it become necessary at a later date.
2. High standard of personal grooming and hygiene to be practiced at all times – eg. no scratching, coughing or sneezing in the kitchen. Hands must be washed after sneezing, coughing or scratching.
3. Use of protective or disposable gloves and face masks by the kitchen staff when they are handling food preparation.

The gloves and masks should be changed frequently.

F&B staff should also wear gloves when they are sorting napkins.

Staff must be educated on the proper use and disposal of gloves and face masks – eg. there should not be direct contact of the bare hands with the used gloves or masks.
4. Thorough washing and sanitizing of kitchen equipment

Example
 - (i) Plastic cutting boards and kitchen knives must be washed and sanitized frequently after each use.
 - (ii) Can openers, weighing scale, trolley, shelves, machinery, utensils, telephone etc. must be washed and sanitized frequently.
 - (iii) Chiller, ice machine, freezer, ice bin etc. must also be washed once a week.

“Recommended” Action Plans

5. Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent washing of the floor, walls, table tops, preparation tables, all surfaces of workstations and restaurant furniture
6. In restaurants, wipe down and sanitize the tables, chairs and menu stands regularly. Table menus should be wiped down and sanitized after every seating of guests.
7. Change buffet utensils frequently.
8. The practice of refolding napkins for guests at the table during meals should be suspended immediately. Wet cloth towels should not be used at all.
9. Bartenders to use tongs for garnishes at the bar counter.
10. No supplier is allowed entry into the kitchen at any time. Hotel staff will handle the transfer of food from receiving area to the kitchen.

Function Rooms

“Recommended” Action Plans

1. Practise high standard of personal grooming and hygiene.
2. Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent cleaning of function rooms, including all surfaces, furniture, telephone etc.
3. More frequent cleaning and sanitizing of toilets that are located near the function area to ensure high standard of hygiene.