

KAHC STANDARD OPERATING PROCEDURES FOR OPERATING HOTELS DURING COVID-19

INTRODUCTION

Kenya Association of Hotelkeepers and Caterers (KAHC) is the principal umbrella association that brings together the hospitality industry. Our membership is drawn from hotels, restaurants, private members' clubs and specialty caterers. Together with our sister organization PERAK (Pubs Entertainment and Restaurant Association of Kenya), we represent the interests of investors all over Kenya.

As a result of Covid-19, most of our establishments were forced to shut down temporarily as measures were undertaken to slow down the spread of the virus. A few hotels remained open in Nairobi and Mombasa and a number were utilized as quarantine facilities for Kenya Residents returning from overseas.

As an industry, we have always maintained high standards of hygiene in compliance with statutory regulations by the Public Health Act and Tourism Act. We have also been part of the formulation of food safety regulations and have conducted trainings across the country on food hygiene as a precursor to hotel classification. The advent of Covid-19 has introduced additional areas which we feel will help in improving our levels of preparedness as we look after our clients in the future.

We are therefore proposing the following steps, in addition to the already existing SOPs for each department, in order to ensure the health and safety of all our staff members and clients:-

MANAGEMENT AND SUPERVISION

- The Management Team should make sufficient human, physical and economic resources available to ensure that the procedures can be implemented rapidly and effectively.
- The implementation of the procedures and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience
- A Crisis Team involving members of each relevant department can support Management in the implementation of the action plan and timely identification of required adjustments.
- It is advisable to keep a logbook/check list in each department of the important actions and measures carried out and to record them in enough detail

- Communication should be maintained between Management and staff, including through the managers in charge of the different departments, in order to predefine an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise in the establishment and to know the status of the situation at all times.
- Management should organize regular information briefings that should cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Training may be needed for specific departments.

GENERAL DISINFECTION

- Prior to reopening, we recommend that a disinfection procedure is carried out by housekeeping with special consideration given to the application of cleaning and sanitation measures in all areas. in line with the Ministry of Health requirement (Protocol 11.1, 11.2 and 11.3 of the MOH guidelines)
- It is important to optimize the flow of fresh and recycled air throughout the property's air-conditioning system to avoid the spread of potentially airborne viruses
- Frequent disinfection of building entrances, public areas, rooms, back of house areas, vehicles and with special attention given to high touch areas.

STAFF HEALTH:

- Provide information and practices that are in place to prevent the spread of COVID -19.
- Conduct Covid-19 tests on all staff members. We recommend that staff are tested within our facilities by MOH teams.
- Conduct comprehensive hygiene and prevention training programs for the staff.
- Scanning of temperature to be conducted on staff at the beginning of every shift.
- Staff transport (buses) to be disinfected daily.
- Social distancing to be practiced by all staff.
- Staff members to wash hands and apply alcohol based sanitizers upon arrival.
- Frequent hand washing and sanitization to be observed during shift.
- Staff facilities (changing rooms and cafeteria to be cleaned and sanitized twice daily.
- Staff members to report respiratory illness to the employer and seek medical attention following the onset of cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath. Contact (719) if requiring further health advice and also report the illness to the County Director of Health.
- Provide staff with protective gear such as masks, gloves, protective apron where applicable.
- Uniforms will need to be sanitized properly; steam press or heat iron can be used

- Uniform should be changed on a daily basis
- Social distance should be maintained in the changing rooms and overcrowding avoided.

GUEST HEALTH

- Guests arriving from outside Kenya to be tested 14 days before their departure and obtain a Covid negative certificate.
- Temperature screening to be conducted on all guests at the main entrance.
- Guests to wash their hands and use alcohol based sanitizers upon arrival at the hotel.
- Hotel to provide wash up facilities and hand sanitizers.
- All guests required to wear face masks when in public areas of the hotel.
- Suitcases to be disinfected before delivery to guest rooms.
- Guests to install Covid-19 App on their mobile phones.

PREVENTIVE MEASURES

- Conduct training on Covid-19 hygiene protocols for all staff members.
- Regular cleaning and disinfection of high touch surfaces such as door handles, tables, elevator buttons, switches, public equipment, tools, cutlery and crockery, pots and pans.
- Avoid contact with others e.g. handshakes, touching, kissing, hugging and other intimate contact.

FRONT DESK

- All front office staff to wear face masks.
- Install protective screens or barrier at the front desk between guests and team members
- Concierge team to offer hand sanitizers for guests upon arrival
- All arrivals are screened to identify if they have any symptoms of COVID -19 and their body temperature is taken upon check-in.
- Obtain guest information in advance to limit time spent at the Front Desk.
- Front Office Manager refers all sick guests or suspected cases to the hospital for medical check-up. This information should also be passed on to the County Director of Health.
- Disinfect the hotel lobby and reception regularly (at least twice a day).
- Ensure markings on the floor at reception to maintain Social Distancing
- Make Express check-out process available for guests to minimize contact
- Offer cash-free methods of payments
- Keep swabs which Guests can use with sanitizer to clean their phone or credit cards
- Ensure room keys are disinfected and presented safely upon check-in

- Create a separate check-out area if you think it's getting over-crowded and wherever possible use e-check out by emailing the bill & accepting online payments
- Advise the Guests to inform their check-out plans in advance so that bills can be made ready

HOUSEKEEPING

- Carts, trolleys and equipment to be disinfected at the start and end of every shift.
- Cleaning plan is followed for guest rooms by focusing on high touch areas which are used by in-house guests.
- Minimize contact with guests.
- Room linen to be changed once in two days or ONLY on request; no turn down services to facilitate minimal contact
- Duvets to be cleaned after every check out. Blankets can be used instead of duvets where they are easier to clean.
- When guests are in the room, offer to return later.
- Increase the frequency of cleaning and disinfecting especially guest bathrooms.
- Cleaning staff should be trained on the use of and provided with personal protection equipment: - Gloves - Disposable gowns - Closed shoes - If doing procedures that generate splashes (e.g. while washing surfaces), add facial protection with a face shield and impermeable aprons
- Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They must treat all this information with discretion.
- For soft furnishings (sofas, mattresses, etc.), other cleaning procedures may be used: steam cleaning (vaporizer)
- Display door hangers with cleaning and disinfection procedures in each room
- Provide travel size hand sanitizers to guests as an in-room amenity during their stay
- Place TV remote controls in individually sealed protective bag after disinfection

LINEN MANAGEMENT

- Linen and clothes should be put in special, marked laundry bags and handled carefully.
- Clean and disinfect hampers or other carts for transporting of laundry.
- Instructions are given for washing linen in hot cycles (70°C or more) with the appropriate detergents.

HOTEL LEISURE FACILITIES (Swimming pools, kids club, spa, gym ...etc.)

- Increased frequency of cleaning and hygiene protocols.
- Maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended.
- Provide sufficient dressing rooms, shower rooms, toilet facilities and lockers for the guests.
- Provide adequate handwashing facilities including liquid soap, paper towels, hand dryer and hand sanitizers.
- Regular disinfection of high touch areas such as door handles, card terminals with anti-bacterial liquids.
- Make sanitizer and disinfectant wipes available to all guests in the fitness and wellness areas

DINING

- Set tables at 1.5 meters apart.
- Guests to wear masks when moving from their tables to different parts of the dining area.
- Set bar stools at 1.5 meters apart.
- Guests not allowed to serve themselves from a buffet. Where buffets are available, service to be done by hotel chefs who will wear masks and gloves.
- Drinks to be served on the table by waiters who will be kitted with PPE's.
- All guests to use hand sanitizers at the entry of dining areas and bars.
- Dining tables and chairs to be cleaned and sanitized before sitting new guests.
- Waiters and service staff to wash hands and sanitize after serving each table.
- Suppliers of goods and services contractors to follow safe systems of work to prevent the spread of COVID-19.
- Arrival instructions should explain to Guests that they should come down to the restaurants only when a table is available to avoid crowding
- Regular cleaning of machines and where possible operated by staff member
- Offering room service as a solution ideally in a no-contact delivery method

ELEVATORS

- Ensure that safety instructions, including the number of guests allowed at one time, are placed inside the elevator and is easily visible.
- Elevator floor must have markings with directions, so that guests do not face each other and maintain the appropriate social distance
- Ensure elevator floor buttons are regularly sanitized by the housekeeping staff
- Keep floor & other area of the elevators that can be touched sanitized
- Install hand sanitizer dispensers in the elevators

MEETINGS

- In case Guests require a meeting area, keep enough space between tables & chairs
- Limit the number of Guests in the area based on maximum allowed
- Disinfect each desk, equipment and work area after the Guest has moved out

GUEST TRANSPORT

- Ensure the driver is wearing protective gear such as mask, gloves etc.
- The car should be disinfected with every arrival. Check if the driver section can be segregated with a temporary plastic or a transparent sheet
- Driver should be instructed to limit conversations to minimal
- Guest instructions to be placed at the back seat; the information booklet must cover all the steps being taken by the hotel for safety and sanitization along with the operational norms for restaurants, room service, housekeeping & laundry procedures

GUEST STAY INSTRUCTIONS LETTER: -

1. Wash your hands regularly with soap and water. It takes about 20 seconds to wash hands properly.
2. Use a tissue for coughs and sneezes. Dispose them in the room waste bin.
3. If you don't have tissues use your sleeve.
4. Avoid touching your eyes, nose and mouth with unwashed hands.
5. If you feel unwell, feverish or develop a cough, stay in your room. We will give you necessary advice. Do not go to the restaurant if unwell, food will be brought to your room.