

Infection Control Framework

Check-in

Risk of infection from:

Doorbell.
Door knocker.
Keypad.
Door knob.

Mitigation:

Sanitise hands using gel dispenser located inside the front door lobby upon entering the property.

Risk of infection from guests when meeting and greeting:

Mitigation:

Wear face visor.
Maintain social distance of 2 meters.
All guests to use hand sanitiser on entering property.
Assist with luggage in exceptional circumstances only.
Wash hands immediately after meet and greet.

Breakfast

Risk of infection/contamination during breakfast

Mitigation:

Room A to have breakfast trolley delivered to their room.
Rooms B and C to be set up at each end of the breakfast room.
Separate food bar for each seating area.
Wash hands before serving food.
Wear visor and gloves when interacting with guests in the breakfast room.
Wash hands before, and after, wearing gloves.
Wear gloves for cleaning the breakfast room.

Utility room

Use hot** water to soak breakfast dishes then wash with detergent.
Disinfect* all surfaces after dirty plates have been washed - before drying.
All Utility room's surfaces, sinks, taps, door handles, light switches to be disinfected* on completion.

Breakfast room - to be vacated by 09:30

Windows to be opened when breakfast is finished.
Chairs, tables and all surfaces to be cleaned and disinfected*.
Sugar shaker, salt and pepper grinders to be disinfected*.
Radio, door handles, light switches to be disinfected*.
Floor to be disinfected*.

Risk of contamination in other communal areas:

Lobby.
Banisters.
Light switches.
Door handles.

Mitigation:

Daily disinfection* to be undertaken.

Room Servicing

Risk: Contamination during room servicing and interaction with guests.

Mitigation:

Guests to turn radiators off and open windows upon leaving room for the day.
Wear visor and/or mask.
Wash hands before and after every process/interaction.
Bedroom door handles to be disinfected before we enter guest rooms.
We replenish complimentary tray, empty bins, vacuum and provide clean towels if requested.
Soak and wash cups etc in hot** water and detergent.
We do not make beds or clean rooms.
Close windows, turn radiator on if necessary.

Check-out

Risk: Contamination during full room servicing.

Mitigation:

Guests to vacate room by 10:00.
We wear overalls, gloves and masks. No jewellery.
Turn off radiators and open windows.
Strip beds and wash according to guidelines**.

Disinfect* guest rooms:

Surfaces, door & window handles, knobs, radiators, mirrors, t.v controller, light switches, dressing table, chairs/stools, complementary table, clock radio and lights, headboard, shower area, toilet, sink, walls and flooring. Shower area, toilet, sink, walls, flooring.
Change from protective clothing.
Deploy clean towels, linen and complimentary items.
Close windows, turn radiator on if necessary.
Room remains unoccupied for 6 hours minimum.

*Disinfection: anti-viral and anti-bacterial disinfectants and/or steam cleaning as appropriate.

** Hot water greater than 60 degrees C