

Hacklewood Hill COUNTRY HOUSE



CORONA (COVID-19) INFECTION PREVENTION POLICY

SCOPE:

This policy applies to all employees and all Departmental Heads that are responsible for the health and safety of Guests as well as their own personal health resulting in minimizing the infection of the Coronavirus within Hacklewood Hill Country House.

POLICY ELEMENTS:

Our Corona (COVID-19) Infection Prevention Policy revolves around:

- Our criteria and procedure for minimizing infection / spread of the Corona Virus within the Guest House and Restaurant.
- Ensuring the Employee and Guest's chance of infection is minimized at all times.
- Good hygiene practice within all departments (including the introduction of disinfecting chemicals).
- Monitoring of Employees and Guests for signs of infection.
- Implementing action should an Employee / Guest show signs of infection.
- Educating / information sharing of the Coronavirus with employees. Equipping them to best look after our guests and themselves personally.

HOT SPOTS FOR INFECTION:

- Reception area.
- Guest Arrival & departure Points.
- Pay Points.
- Kitchen.
- Laundry.
- Restaurant.
- Public Rest Room.
- All deliveries to Hotel (Food, Beverage, Stationary, Housekeeping etc).
- Guest bedrooms, linen and changing thereof as well as bedroom surfaces.
- Staff Quarters.
- Staff Kitchen.

These "Hot Spots" have been identified and are to be monitored at all times to prevent the spread of infection within our Guest House.

GUEST CHECK-IN PROCEDURES:

- The Check in procedure is kept short with as little contact as possible.
- Guests temperature is recorded and a Questionnaire is completed by the guest and kept on file.
- All guests are provided with WHO approved hand sanitiser on arrival before entering the guest house.

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GUEST CHECK-IN PROCEDURES:

- WHO approved luggage disinfectant is used to sanitize all luggage items before entering the guest house.
- Reception staff to sanitise their hands before and during welcoming and checking in of guests.
- Pens, stationery and pay points are sanitized before and after every interaction.
- Guests are supplied with a guideline folio to ensure a safer visit.
- Signs throughout the guest house assist in safety measures.
- For check-out procedures follow above sets.



HOUSEKEEPING:

- Housekeepers are trained and strictly adhere to regulations.
- Room linen is washed by an off-site laundry complying to Covid-19 regulations. High temperature and disinfectant detergent is used.
- The onsite Laundry applies to high standard Covid-19 Regulations.
- Bathrooms & bedroom, surfaces are disinfected with appropriate chemicals (Tiles, sanitary ware, carpets etc).
- All carpets are disinfected regularly each day.
- An Ozone generator is used to treat each room, after which the room is sealed off.



KITCHEN:

- Only appropriately packaged and delivered items are allowed to enter the guests house.
- All items are sanitized according to standard before entering the guest house.
- All items are wiped down before storage.
- Food surface areas, floors and prep areas to be treated at the start of every shift with approved chemicals.
- Cleaning continues throughout the day.
- Production chefs to wash hands every 30minutes.



RESTAURANT:

- Guests are encouraged to make use of our special revised room-service facility, in order to minimize contact.
- The restaurant lay out has been transformed in order to accommodate safe distances between guests and service staff and only between 1 and 3 tables are hosted per dining room at any given time.
- All waitron stations to have sanitizing station available for themselves as well as guests when accounts are settled.
- A fully revised sanitizing procedure is followed before, during and after every sitting.
- Menus / wine lists to be sanitized before and after every use.
- Credit card machines to be sanitized before and after every use.
- Restaurant floors to be sanitized regularly throughout the day.

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COUNTRY HOUSE



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RESTAURANT:



- Table and bar surface to be disinfected after each and every guest departs from a table.
- Waitrons to sanitize hands before resetting tables.

PUBLIC RESTROOM:



- Guests are encouraged to use their en-suite facilities rather than the public restroom.
- Liquid soap dispensers, waterless hand sanitisers and disinfectant spray will be available at all times.
- Cleaning record sheets to be placed behind entrance doors and employee cleaning area to record time and date of work carried out.
- Sanitisers to be used on floors, toilets and surfaces.

STAFF ARRIVING / LEAVING THE WORK PLACE:



- Sanitiser station to be made use of before entering the guest house.
- Staff temperature is recorded on arrival daily and filed.
- Any employees presenting symptoms are to report to department head upon arrival to assess wellness of employee.
- Staff Canteen to be Sanitized after every use. Only one person will be allowed into the canteen at a time.

DELIVERIES:



- Delivery trolley wheels to be sprayed with F10 before entering premises.
- Employee receiving stock to disinfect hands before and after delivery.

EDUCATING / INFORMING EMPLOYEES:



- It is imperative that each and every Employee is knowledgeable about the Corona virus. They need to understand how it spreads, what it is and the efforts put in place to minimize infection. Please refer to attached info packs and signage to be placed at clock card machine and in all back of house departments as well as reception areas.