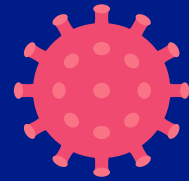


COVID-19 (Coronavirus)

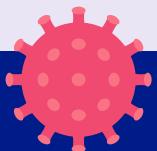


Phase
4

Hotel and Guest Accommodation Reopening Guidance

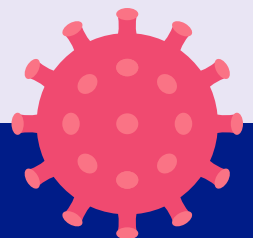


Stay informed on the latest developments about COVID-19 by visiting the
Government of Bermuda's website coronavirus.gov.bm



GOVERNMENT OF BERMUDA
Ministry of Health

Version 1: 28th September 2020



Hotel and Guest Accommodation Guidance

Now that our borders have reopened to commercial flights and visitors are venturing back to our shores, we must be more diligent than ever in following this guidance; compliance will protect the health of our visitors, residents, employees and our community.

What must guests do while in Bermuda?

Visitors arriving in Bermuda must quarantine until they receive the results of their arrival PCR COVID-19 test (turnaround time is generally 24 hours, though results may take longer depending on arrival time). There will be further testing requirements, which are outlined on <https://www.gov.bm/coronavirus-travellers>

Every day, twice a day, they must also record their symptoms and temperature for up to 14 days. If they have a temperature over 100.4 F or 38C, they should contact a health official on covid19surv@gov.bm or the **COVID-19 hotline on +1(441) 444-2498**.

What does quarantine mean?

Quarantine is used to prevent the possible spread of an infectious disease. Quarantine means that a person with no symptoms must stay in their home or their accommodation and keep two metres (six feet) away from others.

What is isolation?

Individuals are isolated when they have tested positive for COVID-19 or have symptoms, including fever and cough. Isolated people *must* stay in their room at their accommodation (or in hospital, if critically ill). Isolated persons should not be in contact with others. If an interaction is required (i.e. medical visit), keep two metres (six feet) away from others and wear a mask.

Isolation vs. Quarantine

To clarify, when a person is quarantined, they don't have symptoms, but are separated from others. When a person is isolated, they have symptoms and are kept away from others. Both of these measures are used to prevent the spread of an infectious disease.

What should guests avoid while quarantined?*

If a guest is quarantined, they should **not** leave their room. **This means they should NOT:**

- Use shared facilities e.g. laundry, ice machines, and corridors.
- Go to the bar or restaurant
- Be in public areas
- Enter swimming pools
- Wander the halls, corridors or grounds
- Go to the spa
- Go to the beach
- Work out at the gym
- Go to the laundry

**not a full list, but examples of typical areas at hotels which guests should avoid*

What can guests do while quarantined?

Depending on the nature of their work, guests can work from their room. They can be in contact with their office and colleagues by phone, email, video conferencing and other online channels.

Guests may communicate with family and friends by phone, email, through social media and other online methods. Guests can order food through room service or delivery from numerous Bermuda restaurants, pharmacies etc.

If their room has a balcony, they can sit outside if there are no other people in the immediate area. They must be two metres (six feet) from others.

Employee & Guest Health

Washing Hands & Hand Sanitizer

Ministry of Health guidelines shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended.

Hand sanitizer dispensers shall:

- a. Include no less than 60% alcohol content, where available, and touchless where possible.
- b. Be in dispensers placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.

Masks

Masks should be:

- a. provided to all employees and worn where required as per Ministry of Health guidelines;
- b. available for all guests at the hotel

Education on the correct use of masks to be provided to all staff and training recorded. Masks are to be worn by all employees in all public areas, staff areas and when working. Visit the Mask Guidance information on the Government website here: <https://www.gov.bm/mask-guidance>

Front of the House Signage

Health and hygiene reminders shall be placed at high-traffic areas on property.

This will include the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks, physical distancing, cover coughs and sneezes.

Back of the House Signage

Signs shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signs will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, cover sneezes and to avoid touching their faces.

Employee & Guest Health Concerns

All staff must swiftly report to management any presumed cases of COVID-19 at the hotel property. Employees exhibiting symptoms of COVID-19 shall remain at, or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. Managers must report any suspected cases of COVID-19 to the Department of Health or breaches of quarantine requirements immediately.

Screening and Temperature checks

Temperature checks and health screening are strongly recommended for all arriving guests and staff entering the building upon arrival, at designated locations (F&B, hotel, Spa/Fitness/Recreation, Meetings & Events). Daily screening should also include contractors, i.e. visiting HVAC technicians, etc.

Isolation areas, as needed, should be identified for any employees who begin to display symptoms and who cannot leave right away. These areas should be designated to ensure that they remain away from other employees

Public areas

Determine occupancy and post limit to practice physical distancing for all public areas and retail spaces for managed and leased spaces and ensure proper signage is present (including adjusted elevator capacity).

Contact Tracing

Follow Department of Health procedures for recording contact tracing information, including the persons' name, address, email and phone number. This includes all visitors to restaurants, bars, gym, salon, beach facility, pool etc. as well as hotel guests. Records must be kept for a minimum of 21 days.

Personal Protective Equipment (PPE)

PPE, with appropriate training, is to be provided to all staff commensurate with duties and risks.

Employee's Responsibilities

Hand Cleaning

All employees shall follow Ministry of Health guidance regarding handwashing:

https://www.gov.bm/sites/default/files/11436-Coronavirus-2020_Prevention-Tips_Poster.pdf

Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift.

When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with Ministry of Health guidelines, should be followed prior to and after removing the gloves. Gloves should not be used as a substitute for proper hand hygiene.

COVID-19 Training

General awareness [Infection Prevention and Control Training](#) and enhanced training should be provided to all employees, focused on changes to the guest & employee experience.

All employees should complete the Infection Prevention and Control Training: <https://www.gov.bm/infection-prevention-and-control-training> There should be more comprehensive training, consistent with the Ministry of Health Guidelines, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.

In addition to any internal training offered, the IPC training should be completed by all employees returning to work. Appropriate documentation should be maintained to confirm this.

Personal Protective Equipment (PPE)

Ministry of Health recommendations along with local government regulations shall dictate appropriate PPE to be worn by employees. See the Ministry of Health's guidance for [PPE use in Low vs. High Risk settings](#).

PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request.

Personal Uniforms

Reinforce no uniforms, aprons, and head gear should be worn outside of work. Hotels should ensure employee procedure of cleaning & sanitizing uniforms worn at the work place. Employees should change out of used uniforms before travelling home.

Cleaning & Disinfection Protocols & Products

Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequently touched or high contact, hard, non-porous surfaces.

This includes, but is not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces, all seating areas and all other high touch surfaces.

Guest Rooms

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard nonporous items including:

- television
- remote controls,
- toilet seats and handles,
- door and furniture handles,
- water faucet handles,

- nightstands,
- telephones,
- in-room control panels,
- light switches,
- temperature control panels,
- alarm clocks, luggage racks and flooring.

The frequency of room cleaning during a guest's stay may be altered based on guest and quarantine requirements.

Housekeeping services will be instructed by the Case Management team at the Ministry of Health of cleaning protocols for rooms with persons who are isolated.

Maintain documented cleaning protocols (due diligence requirement) and these protocols should be adequately communicated to cleaning staff.

Laundry

Where possible, launder linens, towels and laundry using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Procedures to prevent shaking of used laundry should be in place.

Hotel Guest Elevators

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day. All elevators to have physical distancing signage or markers in place. Hand sanitizers are recommended.

Back of the House

Cleaning and disinfecting of all high touch areas shall occur in accordance with Ministry of Health guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible.

Shared Equipment

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee. Overall sharing of tools or equipment is to be minimized wherever possible throughout the operation.

Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing a Government approved company clears the room within set guidelines.

Cleaning Audit and Distancing Compliance

Ensure a formal cleaning & disinfecting audit programme in place to ensure completion of tasks. Appoint a position in charge of COVID-19 Cleaning and Physical Distancing to check on all enhanced cleaning and COVID-19 measures throughout public, guest and staff areas.

Communication

Inform guests of cleaning and disinfection policies in place.

Vehicles

Cleaning and disinfecting protocols should also cover any company vehicles.

Food & Beverage

Food and beverage service shall reduce in-person contact with guests and also minimize dining items for increased sanitation. Traditional room service shall be replaced with a no-contact delivery method. Traditional buffet service shall be limited, but when offered, it should preferably be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Do not hand serve canapes, hors d'oeuvres or finger foods in group settings.

Sneeze and cough screens are required to be present at all food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. Wrap utensils in napkins and do not pre-lay on tables. Provide single use condiments only. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

Overall, food and beverage operations are to enhance their cleaning, sanitizing and safety provisions.

Physical Distancing and further Covid-19 Mitigation Measures

Physical Distancing & Queuing

Guests shall be advised to practice physical distancing by standing at least six feet apart wherever possible, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote physical distancing.

Guest Rooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

Meeting and Convention Spaces & Events

Meeting and banquet arrangements shall allow for physical distancing between guests of different households, based on Ministry of Health recommendations. In case of meetings and events the government's maximum group size requirements for all gatherings and groups are to be followed.

Front desk agents shall practice physical distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In

addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible.

Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service shall be limited, and disinfecting of contact points will be required. See separate minibus guidance:

https://www.gov.bm/sites/default/files/11612_COVID19_Guidance_Taxi_Minibus_Operators_FINAL.pdf

Pools and Beaches

Seating shall allow at least six feet of separation and follow the [Operation of Pools Guidance](#) accordingly. Document COVID-19 precautions in beach and pool areas in Covid-19 mitigation plans, including changing rooms, bathrooms, sanitizing stations.

Back of the House

Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, locker rooms, staff bathrooms, back of house areas and other high-density areas.

Engineering Controls

Shields such as acrylic, glass or Plexiglas, may be utilized as one protection method for staff and guests at counter/ reception type facilities.

Ensure water treatment is operating to Department of Health standards at all times with adequate flushing of any areas unused for some time before use. The standard is a free chlorine residual of 0.5mg/l.

Ensure ventilation systems are enhanced to increase fresh air wherever possible and are and operating optimally for COVID-19 mitigation: ASHRAE reference: <https://www.ashrae.org/technical-resources/resources>

Resources:

[Infection Prevention and Control Training \(Mandatory\)](#)

FOOD/RESTAURANTS

<https://www.gov.bm/sites/default/files/Food-Business-Re-opening-Checklist.pdf>

https://www.gov.bm/sites/default/files/11436_Guidance_for_Outdoor_dining_v2%20%281%29%20%281%29_0.pdf

<https://www.gov.bm/sites/default/files/Directions%20for%20Indoor%20Dining%20for%20Phases%203-4%20200611.pdf>

POOLS:

https://www.gov.bm/sites/default/files/Public%20Pool%20Directions%20for%20Phase%203-4%20200617_0.pdf

PERSONAL SERVICES:

<https://www.gov.bm/sites/default/files/Providing%20Personal%20Services%20Safely%20Phase%203%20200618.pdf>

CLEANING & DISINFECTING:

<https://www.gov.bm/sites/default/files/Cleaning-Disinfection-Without-Known-or-Suspected-Cases.pdf>

<https://www.gov.bm/sites/default/files/Cleaning-Disinfection-With-Known-or-Suspected-Cases.pdf>

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

GYMS etc.:

<https://www.gov.bm/coronavirus-recreation>

ADDITIONAL RESOURCES

<https://www.gov.bm/sites/default/files/Return-to-Work-Recommendations-forBusinesses-v5.pdf>

https://www.gov.bm/sites/default/files/Guidance_for_Occupational_Safety_PORTAL.pdf

<https://www.gov.bm/coronavirus-workplace>

Public Health England <https://www.gov.uk/government/organisations/public-health-england>

Center for Disease Control (CDC) <https://www.cdc.gov>