

COVID-19 Operations Procedures – Housekeeping

Clique Hotels & Resorts is committed to the Health and Safety of both our Colleagues and Guests. To ensure we are practicing the required social distancing and meeting the OH&S requirements the following procedures have been developed and will remain in effect until further notice. You are encouraged to speak with your Manager should you have any questions or are unclear of a procedure.

Team Members

Upon entering the workplace, report directly to the Housekeeping Office. Upon reporting, Team Members are required to wash their hands, put on their uniform and required personal protective equipment, and await instructions from their Leader while ***maintaining social distancing***.

Screening Questionnaire: Every Team Member, regardless of her or his position will be required to complete an online screening questionnaire before starting their shift.

- 1) Go to: <https://workplace-screening.whistler.com/?code=blackcombspringssuites-house>
- 2) Team Members need to enter their name as it appears in Payworks each time. The process takes less than 30 seconds
- 3) If a Team Member is NOT cleared to safely enter the workplace, **Housekeeping Manager** will receive an automatic email notifying of the Team Member, date, and time of attempted entry
- 4) The Team Member will receive a warning stating not to enter the workplace, with additional directions. Ensure they do not enter the property
- 5) Weekly reporting will be sent to Housekeeping Manager, including a running total of all completed screenings (in the event contact tracing is needed)

*In case a Team Member makes an error while completing the screening online, and they are instructed to not enter the workplace, they will need to contact **Housekeeping Manager** or the MOD directly and explain the situation. A paper Questionnaire will then be needed for filing purposes, and it must be signed by the approving Manager before it lands on the GM's desk.*

Personal Protective Equipment and Hygiene

As part of your personal protective equipment (PPE) gloves and masks will be available. ***The use of gloves and mask is compulsory***. Masks will be assigned to each Team Member for their own personal use. Managers will be instructing their teams on how to properly wear and dispose of their PPE. The Hotel will be using disinfectant that has been approved by BC Coastal Health and a copy of the SDS will be in the Health and Safety binder at the front desk. All colleagues will be properly trained on the use and storage of all disinfectants.

Frequent hand washing is mandatory throughout each shift to prevent the spread of the virus, stay away from touching your mouth, nose, or eyes. It is imperative colleagues sanitize or wash their hands after clocking in/out, using the rest Suite, eating, smoking, or handling items.

General Housekeeping Measures

- Housekeepers must practice diligent hand hygiene before entering and after leaving each Suite
- Ensure a new pair of gloves is used for each suite and conduct proper hand hygiene after removing gloves. Proper way to remove gloves is posted in the housekeeping office board
- Any items requested by a Guest, must be left outside the door. Guest must be informed via Guest Services that the items have been delivered. **Do not hand any items to guest directly. Items must be handled with gloves**
- Only sofa bed linen and pillows in a sealed zipped up bag will be left in the guest Suites
- Salt and pepper shakers will be removed and replaced with single serving packages (10 of each)
- All housekeeping carts must be covered with a sheet while on the floor to limit contact
- All shared equipment such as vacuums, dusters, etc. must be wiped down with sanitizing solution at the beginning and end of each shift

Housekeeping After a Guest Stay (Checkout Clean)

In addition to the **Cleaning Standard Procedures**, the following are areas of attention that need to be meticulously addressed during each checkout clean:

- Housekeepers can enter the room immediately after a guest has left the room. **PPE must be worn at all times**
- Suite Keys left by Guests to be returned to Front Desk in a plastic bag
- All Suites must be fully cleaned and disinfected after every use
- Clean visibly dirty surfaces before disinfecting

***Cleaning refers to the removal of visible dirt, grime and impurities.
Cleaning does not kill germs but helps remove them from the surface***

- Clean and sanitize frequently touched surfaces, such as:
 - o light switches
 - o remote control & telephone
 - o garbage cans
 - o microwave buttons
 - o range knobs
 - o small appliances
 - o doorknobs & handles
 - o cupboard handles
 - o faucet & sink
 - o fridge & oven door handles
- Floors and walls should be kept visibly clean and free of spills, dust and debris
- Conduct two loads in Dishwasher:
 1. all china, glass, cutlery, even if they seem unused or untouched
 2. all pots, pans and kitchen utensils, even if they seem unused or untouched
- Place all used towels in a 35x50 clear bag and close it before placing it outside the Suite
- Place all used linens in a 35x50 clear bag and close it before placing it outside the Suite
- Sofa Bed linen that was not used (zipped bag) does not need to be sent to laundry, however the linen bag needs to be cleaned and disinfected on the outside

- **Do not mix towels and linens in the same bag**

- Staff should use the standard Personal Protective Equipment required for the regular hazards encountered through their normal course of work (e.g., handling chemicals)
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces. Immediately discard paper towels and disposable wipes after use
- Put cleaning and disinfectant solutions into clean buckets or spray bottles for use
- Do NOT re-dip dirty cloths back into the cleaning solution
- Discard all items left in the Suite by guests. L&F items must be placed in a sealed plastic bag
- Discard all single-use items and remnants of toilet paper, facial tissue, paper towels, bathroom amenities, even if they seem unused or untouched.

Housekeeping during a Guest Stay

- **For Guests staying two or more consecutive nights in the same Suite, daily stayover housekeeping service will be provided **only upon request** and as arranged through Guest Services. Arrangements should be made the day prior to access when **Guest is not present in the Suite**; every effort should be made to have the suite cleaned between 9am and noon. There is no limit on the amount of daily stayover cleans a Guest can request.**
- Upon request, leave fresh linens, toiletries and cleaning supplies outside the door of Suites
- Upon guest request, advise guests to tie laundry and waste bags shut and agree on a time to leave them outside their door for collection

Waste Management

- Waste should be handled by the Houseperson Team
- Staff should wear disposable gloves to remove waste from guest rooms and common areas
- Staff must remove gloves and perform hand hygiene immediately after handling and disposing of waste
- A single, sturdy, leak-resistant garbage bag is sufficient for containing waste
- If a garbage bag is punctured or contaminated, it should be placed into a second bag. All bags should be securely closed and immediately placed in the main disposal bin

Dirty Linen Management

- Dirty linen should be handled by the Houseperson team
- Staff should wear disposable gloves to remove dirty linen & terry bags from guest rooms
- Staff must remove gloves and perform hand hygiene immediately after handling and disposing of dirty linen
- Clear bags containing dirty linen and terry must be securely closed and immediately placed in the laundry bins