



General Cleaning Measures and Practices re: COVID19

- Train staff on the routine cleaning and sanitizing procedures for high touch surfaces, as well as laundry/linen handling procedures.
 - Ensure daily cleaning and disinfection of all common areas and surfaces.
 - Ensure high touch surfaces are cleaned twice daily. This includes doorknobs and handles, telephones, elevator panels and buttons, light switches, tables, chairs and work surfaces in staff rooms, desktops, washrooms, point of sale devices and menus.
 - Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface.
 - Use a disinfectant that has a Drug Identification Number (DIN) and a virucidal claim. Follow the instructions on the product label. JIC 1 -- COVID-19 Guidance for the Hotel Sector April 8, 2020 Page 5
 - If commercial or household cleaning products are not readily available, you can prepare a bleach and water solution with 100 ml of unscented household bleach per 900 ml of water. When using the bleach and water solution, the surface must remain wet for at least one minute.
 - Floors and walls should be kept visibly clean and free of spills, dust and debris.
 - Empty and clean garbage cans in public areas regularly.
 - Items that cannot be easily cleaned and disinfected should be removed (e.g., magazines, toys).
- Housekeeping³
- Cleaners should practice diligent hand hygiene before entering and after leaving each guest room.
 - Use disposable paper towels and wipes for cleaning to avoid the possibility of cross contamination.
 - All guest rooms are to be fully cleaned and disinfected after use. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.
 - Do NOT vacuum the rooms. Vacuuming creates aerosols that may contain viruses that can cause illness. Carpets should be cleaned using a steam cleaner which reaches a minimum temperature of 71°C, unless the floor coverings are not heat tolerant.
 - Ensure an adequate supply of clean towels, toilet paper and plain hand soap is available in the guest room. o If individual bars of soap are provided in guest bathrooms, all remnants must be thrown out when the guests vacate their rooms.
 - Ensure all dirty linens and towels are bagged and taken directly to the laundry.

- Between guests, remove and clean ALL glassware and dishes from the hotel room. Take items directly to the kitchen area for dishwashing. Alternatively, provide disposable glassware, dishes and utensils in rooms.

Waste Management for Guests in Self-Isolation re: COVID19

Wherever possible, waste from all self-isolation rooms should be handled by a designated person or small, designated team.

- Staff should wear disposable gloves to remove waste from guest rooms and common areas.
- Ensure staff 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 for the facility.

Laundry

- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed.
- If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed.
- Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air¹.
- Place dirty laundry directly into a linen bag without sorting. Do not overfill bags.
- Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.
- Clean and sanitize the front loading area of washing machines frequently.
- Wash and dry items in accordance with the manufacturer's instructions. Use the warmest possible water settings. Dry all items thoroughly.