



# Houw Hoek Hotel COVID-19 Protocols

**At the Houw Hoek Hotel, the safety and comfort  
of our guests and staff is our top priority.**

This document provides details on the safety measures and precautions that we are taking to prevent the spread of COVID-19.

We will ensure that anyone staying at our hotel can have complete peace of mind.

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# INTRODUCTION

## **As we re-open our hotel doors to welcome visitors, you can expect to see evolved COVID-19 procedures in every area of our hotel.**

The Houw Hoek Hotel will remain open for business, except during periods of lockdown that have been stipulated by the government. We have always adhered to the strictest principles of hygiene and cleanliness at our hotel. We have enhanced our cleaning schedules and implemented additional cleaning and hygiene practices, which are outlined in this document. With these measure in place, we aim to provide peace of mind for our staff, guests, and tourism partners.

This document is based on the Western Cape Government guidelines on the prevention of coronavirus disease 2019 (COVID-19), and details our policies for guests and staff, as well as the issues to address when dealing with infected employees.

### **This document contains three sections:**

**Section A** outlines the measures we are taking to protect our guests and staff.

**Section B** details measures for preventing the spread of coronavirus in the workplace.

**Section C** advises on our procedure if someone becomes infected in the workplace.

## **HOW THE CORONAVIRUS SPREADS**

To the best of our understanding, COVID-19 (otherwise known as coronavirus) is primarily spread through interpersonal contact and respiratory droplets. The virus can be passed on by fluid droplets when coughing, sneezing, shouting or talking, as well as contact with surfaces that have been contaminated with the virus. The virus may also be spread by touch and transferred by hand onto equipment, surfaces and other individuals. As the virus can survive on surfaces for several days, it is important to understand its spread and prevent contamination, as well as implement additional cleaning measures to eliminate the virus wherever possible.

## **FIVE GOLDEN RULES TO PREVENT THE SPREAD OF CORONAVIRUS**

### **1. Separate yourself physically from other people**

- Work from home if possible.
- Stay home if unwell.

### **2. Physical distancing when around other people**

- Keep a distance of at least 1.5 metres from others.
- Do **NOT** shake hands, hug, fist bump, or elbow bump. Keep your distance.

### **3. Hand washing/sanitising**

- Wash your hands regularly with soap and water for at least 20 seconds.
- Regularly use alcohol-based hand sanitiser when hand-washing is not practical.
- Wash your hands after touching people, surfaces and objects.

### **4. Practising good hygiene measures**

- Cough or sneeze into your elbow or a tissue. Dispose of tissues and wash your hands immediately.
- Do not touch your face with unwashed hands.
- Avoid unnecessarily touching surfaces or equipment.

### **5. Using cloth face masks**

- Use a cloth face mask to **cover your nose and mouth**.
- Don't touch the mask after you put it on.
- Be sure to clean your mask regularly, and do not share masks with others.
- Leave your mask at all times, except when you need to eat or drink.
- When eating, remove your mask by the strings and place it in a clean paper or plastic bag.
- Wash your face mask daily and iron once dry.

## SECTION A – COVID-19 SAFETY FOR GUESTS

This section of the document outlines our guidelines and measures for preventing the spread of COVID-19, and keeping our guests and staff safe and comfortable.

**PLEASE NOTE:** Cloth masks are compulsory for all guests and staff. All employees and guests will also be expected to follow all signposted protocols regarding hand sanitising and social distancing.

### STAFF TRAINING AND HOTEL CLEANING

Our staff have been trained in safety measures and protocols for preventing the spread of COVID-19. We have also implemented safety and hygiene measures such as additional cleaning of surfaces and equipment, regular hand-washing and use of sanitiser for all staff, mandatory face masks and minimal contact with guests and equipment.

Staff are also regularly screened and will not be allowed access to the hotel if exhibiting symptoms. Please see section B for more details or speak to reception if you have any questions or concerns.

### CHECK-IN AND RECEPTION

We have implemented additional cleaning of public areas such as the reception area and lobby of our hotel, and do our best to ensure the safety of guests and staff with the following measures:

#### Screening:

- Upon arrival, guests will be scanned with a thermal temperature scanner to screen for fever.
- All guests must fill out the standard screening questionnaire.
- Guests are required to sanitise their hands before check-in.
- A distance of 1.5m is maintained for guests waiting in a queue.
- Guests exhibiting fever or other symptoms may be denied entry to the hotel.

#### Additional safety measures:

- Regular cleaning of surfaces and equipment such as point of sale devices, door handles etc.
- Hand sanitiser will be provided at reception and upon entrance to the hotel.
- Signage indicating safety protocols and common COVID-19 preventions.
- Minimising of contact or the use of contactless alternatives for payments and other services.

### COMMON AREAS

Note that **masks are compulsory for all common areas**, such as the lounge and dining areas, reception, and the hotel grounds. We ask that all guests respect the health and wellbeing of other guests and staff, as we work together to maintain a safe and healthy environment.

- Standard COVID-19 healthy and safety guidelines are signposted in common areas.
- Hand sanitiser is provided in public areas.
- Furniture has been rearranged to assist with social distancing, and the number of guests is limited.
- Additional scheduled cleaning of high-traffic areas has been implemented.
- Masks can be removed for eating or drinking, but must be worn at all other times.
- Communal facilities such as bathrooms are disinfected regularly.
- Access to the swimming pools is limited – please enquire at reception.

## ACCOMMODATION

In order to minimise contact and reduce the risk of spreading COVID-19, we have implemented several policies for our rooms.

- Our rooms are thoroughly cleaned and disinfected before use, and specially cleaned linen and towels are provided.
- We will no longer be performing cleaning and laundry while the room is in use, in order to minimise contact. Guests may arrange cleaning with reception if required.
- We have reduced the number of soft furnishings and unnecessary items such as cushions etc.
- Room service is available for select meals. Guests are requested to contact reception for details.

## RESTAURANT AND DINING AREAS

To provide the best possible dining experience, we have taken every care to ensure the highest standards of cleanliness in every step of the process, so guests can enjoy meals in a relaxing and safe environment.

- Furniture is rearranged to assist in social distancing.
- There are now limits on the number of guests in the dining areas.
- Additional cleaning of tables and menus, as well as carefully sanitised tableware and utensils.
- For our weekend buffet, food is available in appropriately spaced lidded containers.
- Markers for indicating a 1.5m metre distance in the buffet queue are now in use.
- Standard safety protocols for COVID-19 are signposted and guests are encouraged to follow these guidelines.
- Hand sanitiser is available and guests are encouraged to sanitise regularly.
- Kitchen and restaurant staff are subject to strict hygiene and safety measures, such as additional cleaning, the use of masks and other protective gear when required, training and other methods.
- As the sale of alcohol changes depending on the regulations at the time, we adjust our policy on this accordingly.

## SECTION B – PREVENTING COVID-19 IN THE WORKPLACE

This section details the various measures we have taken to protect our employees and provide a safe working environment for all.

### PRACTICAL STEPS FOR PREPARATION OF THE WORKPLACE

#### **Risk assessment of the work site:**

A dedicated staff member has been appointed and has looked at all possible risk areas in the business. This person is responsible for communication and training of staff. The risk areas covered include, but are not limited to likely points where people would interact with each other and points / places where contact between people and objects would occur. Practical measures are put in place in these areas, which include:

- Customer and employee entrances
- Reception and the lobby
- Our restaurant, kitchen and meal prep areas
- Customer service areas
- Guest rooms and facilities
- Workstations
- Shelving
- Pay points
- Employee canteen/break room
- Bathrooms
- Goods receiving areas
- Waste storage areas

**Key measures include:**

- Rearranging of work stations/tables to allow for social distancing.
- Placing floor markings with tape or paint to delineate 1.5 metre intervals.
- Placing hand sanitiser and wash stations throughout our hotel.
- Placing signage.
- Stagger lunch/tea breaks of employees to enable social distancing.

**Work procedure plan:**

- Any employees at risk for developing severe disease (e.g. diabetic, chest disease, heart disease, other chronic disease or on immunosuppressive treatment) either work from home or in a low risk area or are placed on special leave.
- All employees to follow basic safety guidelines of social distancing, mask wearing, and minimal contact.
- Staff are screened daily.
- Contact between employees and clients to be minimised where possible.

**TRAINING OF EMPLOYEES****Our employees have been trained on the following:**

- How coronavirus is spread.
- The symptoms of coronavirus.
- What to do if they suspect they have coronavirus and to advise the workplace if they have symptoms or have been exposed to someone who has it.
- What measures must be taken to prevent spread.
- How to put on, remove, store and clean their cloth face mask and any other PPE that may be in use.
- Never to share PPE.

**Relevant signage and posters have been placed in multiple locations that cover:**

- Prevention activities, from using masks, to cleaning of areas, what to do when sick, isolation, social distancing, stickers for lines, hand washing, and more.

We encourage a culture of caring and a compassionate approach to reduce the risk of stigma.

**ADDITIONAL RESOURCES AVAILABLE TO OUR STAFF**

- Alcohol-based hand sanitiser is available at designated points, and with employees as required.
- Cloth face masks are provided for every employee.
- A sufficient supply of hand sanitiser, soap, paper towels, waste paper bins and other cleaning materials is provided, as well as appropriate bathrooms and cleaning facilities.
- An adequately sized changing room is available for employees to change and store clothing.

**PREVENTING COVID-19 INFECTION DURING WORKPLACE OPERATIONS**

All employees are screened for fever and other symptoms every day. Employees are encouraged to stay away from work and attend a coronavirus testing centre if they develop any of the following symptoms:

- Fever
- Cough
- Sore throat
- Shortness of breath

All employees are screened on arrival and are required to report any of these symptoms immediately. Anyone with any of these symptoms will not be allowed to commence work. They will be assisted in being transported to a coronavirus testing centre.

**COVID-19 Provincial Hotline** 021 928 4102

**COVID-19 National Hotline** 0800 029 999

## **STAFF TRAVELLING TO WORK**

- Employees may travel in public or designated employee vehicles such as a minibus taxis or buses. They are instructed to sit as far from other passengers as possible.
- As per regulations, the vehicle should not be filled to more than 70% (13 seater = 7 passengers) of its loading capacity, and all windows of the vehicle must be open to maximise ventilation.
- Employees must always wear cloth masks when travelling in public transport.
- Employees must rub their hands with alcohol-based sanitiser before getting in the vehicle and after leaving the vehicle.
- Employees have been encouraged to take a 'no touch' approach when getting into and out of vehicles by clasping their hands in front of them.

## **WORKPLACE ENTRANCES FOR STAFF**

- Staff are not to congregate at the staff entrance/exit or in any break areas.
- Doors to be kept open where possible to minimise contact with door handles.
- Staff and visitors entering the workplace must sanitise their hands on entering and again on exiting.

## **PHYSICAL DISTANCING IN THE WORKPLACE**

- The number of people in the workplace (including employees and guests) will be limited depending on available space. Once this limit is reached, people can only be allowed to enter as others leave.
- Work spaces to be rearranged so that each employee can maintain a distance of 1,5 metres from others.
- Where possible, employees will not share work surfaces or use the same equipment and will avoid touching of surfaces unnecessarily.
- Shared workstations and equipment must be cleaned between shifts/uses.
- Employees are prevented from unnecessary contact with other employees by working in small teams and not shifting between teams.
- Employees are instructed to avoid handshakes, hugs and any physical contact with people. All employees may greet people with a smile, a nod, a bow, or a wave.

## **WORKPLACE ENTRANCES FOR CUSTOMERS**

- A single entrance/exit is used as far as possible to facilitate access control, and the door is kept open.
- Anyone entering the premises must wear a cloth mask.
- Anyone entering the premises must sanitise their hands at the entrance and again on exiting.
- The number of people inside the premises will be managed as per distancing measures.

## **QUEUES OR WAITING AREAS FOR CUSTOMERS**

- Where queuing is necessary, guests are to adhere to physical distancing by observing markers on the floor to delineate 1.5m intervals. Appropriate signage with instructions will be displayed.
- In seating areas, people to be seated away from other parties not already travelling together.
- Seats and tables to be disinfected after use.

## MASKS AND OTHER MEASURES

- Facilities are available for all employees and clients/visitors to wash their hands regularly or to use alcohol-based hand sanitiser frequently.
- Employees who have to touch people and/or take things from them, such as money or credit cards, will offer alcohol-based hand sanitiser to clean their hands before assisting them. The sanitiser will be sprayed on their hands.
- Employees will wash their hands after they have touched people and/or surfaces and objects.
- Cloth face masks are now required to be used by anyone going out in public
- Cloth masks must be used properly to be effective. See below.
- Each employee will be provided with cloth face masks.
- Despite wearing a mask, everyone must still make sure to follow the other measures to prevent spread – keep a 1.5 metre distance from other people and wash your hands regularly.

### **Take note of the following advice for wearing cloth face masks:**

- Wash your hands before putting on the mask.
- Place the mask with the correct side facing your nose and mouth. Make sure both are covered well.
- Tie the strings behind your head or if the mask has elastic bands, make sure they are tight.
- Once you have put on the cloth face mask and you are comfortable with the fit of the mask, **do not touch your face or the mask** until you take off the mask.
- Leave the mask on at all times, except when you need to eat or drink.
- Take off the mask by untying the strings or elastic bands and holding it by the strings only, place it into a container ready to be washed.
- Do not touch the actual mask itself when you are taking it off.
- Do not store the mask around your neck when not in use.
- Wash your hands thoroughly after taking off the mask.
- Wash masks in warm water and iron every day.

If an employee needs to take off their mask during the work day (e.g. during tea/lunch break) and is then required to put it on again, care must be taken to only handle the masks by the strings of the mask. The mask must be stored in a clean paper or plastic bag (clearly labelled) when not in use.

## USE OF FACE SHIELDS OR VISORS

There is currently no evidence to support the use of face shields in a work environment as they are bulky and impractical, and employees would likely frequently touch them and potentially contaminate their hands.

However, they theoretically provide some protection and so if employees wish to use them, then they are allowed to do so, BUT they must use them properly. Even when using a visor it is compulsory that staff should still use a mask as well, to stop secretions from their own nose and mouth.

### **The same precautions apply as for cloth face masks:**

- Wash your hands before putting on the visor
- Once you have put on the visor and you are comfortable with the fit, **do not touch your face or the visor** until you take off the visor
- Take off the visor by the forehead band.
- Do not touch the actual visor when you are taking it off.
- Do not store the visor flipped up on your head when not in use.
- Wash your hands thoroughly after taking off the visor.
- Clean the visor by wiping both sides with alcohol-based sanitiser



If an employee needs to take off their visor during the work day (e.g. during tea/lunch break) and is then required to put it on again, care must be taken to only handle the visor by the headband. The visor must be stored in a designated area (clearly labelled with the person's name) when not in use and should be wiped with alcohol based sanitiser before using again.

## USE OF GLOVES

**Gloves are NOT recommended for regular use outside of the healthcare environment.**

- If gloves are required as Personal Protective Equipment (PPE) under normal circumstances i.e. depending on the nature of work carried out at the work site (in food preparation, for example), they should continue to be worn.
- All other employees that do not require gloves as PPE under normal circumstances must wash their hands frequently, or use an alcohol-based hand sanitiser instead.

## CUSTOMER SERVICE POINTS

- Employees should sanitise their hands before and after assisting each customer.
- Customers should also sanitise their hands before and after the interaction with the employee.
- It is preferable for the employee to spray the sanitiser on the customer's hands rather than handing over the sanitiser bottle.
- Counters, credit card machines and any other objects that customers come into contact with are cleaned after each use.
- Customers should, where possible, conduct the card payment themselves thereby minimising contact between cashier and customer.
- For payment points, contactless systems are used where possible.
- Electronic payments will not require further signing of paper receipts.

## EMPLOYEE AND CUSTOMER BATHROOM FACILITIES

- Employees/customers are required to wash their hands with soap and water, and/or use the supplied hand sanitiser.
- There are no cloth towels in the bathroom, but rather disposable paper towels that can be disposed of.
- Bins will be emptied frequently.
- Bins will be lined with a plastic bag to allow easy emptying.
- Cleaning staff emptying the bins to wear gloves and wash their hands afterwards.
- Toilets and bathrooms are cleaned on a regular basis throughout the day.

## WORK CLOTHING

- Where practical, work clothes of staff will be left at the work site (in plastic bags) and laundered in bulk using standard safety precautions during laundering.
- If washed at home, employees are to remove their work clothes immediately when they get home and wash in warm water. Hands should be washed upon removal of the work clothes.
- Clothes must not be shaken out as this can spread contaminated dirt and other particles.
- The upper part of shoes are to be wiped with alcohol sanitiser.
- The underside of the shoes should not be touched. If the underside of the shoes need to be cleaned then gloves must be worn, and hands must be washed thoroughly after removing and discarding the gloves.
- Employees will have sufficient work clothes/uniforms to allow a daily change of clothing.

## DAILY CLEANING ROUTINES AND WASTE MANAGEMENT

- Frequently interacted with and touched surfaces and objects are cleaned and disinfected daily.
- Soap and water is used to clean areas where possible. Followed by disinfection with a dilute bleach solution (30ml of bleach per litre of water).
- If the area cannot be cleaned with soap and water, it must be wiped down carefully with a 70% alcohol solution.

**Common disinfectants that could be used include:** Bleach i.e. Sodium hypochlorite (0.1%); Alcohols i.e. Ethanol (70%); Quaternary ammonium compounds; Hydrogen peroxide (3%); Peroxyacetic acid (0.5%); Phenolic i.e. carbolic soap; and Iodophors i.e. iodines (1%).

- Any equipment shared by employees must be cleaned before each use.
- Waste from waste containers should be disposed of into plastic bags and sealed before discarding into the general waste for refuse collection.
- Employees handling waste must wear utility gloves when emptying waste containers.
- Waste handlers and cleaners should wear closed shoes.
- Waste storage areas are to be cleaned daily.

## RECEIVING GOODS FROM SUPPLIERS

- Drivers are to remain in their vehicle whenever possible.
- Drivers and assistants/passengers must wear a cloth mask. This must be worn correctly.
- Physical distance is to be maintained when receiving goods.
- A separate entrance is to be used where possible, to avoid customer contact.
- Drivers and assistants/passengers must use hand sanitiser before handing any delivery documents or packages to employees.
- Ensure regular hand washing/use of sanitiser.
- Use own pen when signing for goods.
- Packages and surfaces should be disinfected or sanitised before handling, wherever possible.

# SECTION C – EMPLOYEES INFECTED WITH COVID-19

Should an employee at our hotel become infected with COVID-19, we will follow the proper procedures and ensure that they are supported. This section outlines our procedures if this should happen.

## STEP 1 – PROVIDE SUPPORT TO THE EMPLOYEE AND ASSIST WITH ISOLATION

The employee is likely to be placed in quarantine and need to be isolated for 14 days. The employee would likely have been notified by a doctor or nurse that they are infected. We will assist the employee in following the advice from the health department regarding isolation required to protect their family, friends and colleagues. We will provide suitable sick leave arrangements for the 14 days (or longer) that the employee will be away from work. We will provide supportive counselling if required. If the likelihood is high that the infection was occupationally acquired (in other words it arose out of or in the course of work duties), then a workers' compensation claim would be completed.

We will prepare for possible temporary closure of the work site (based on what the Health Department may declare).

## **STEP 2 – PROVIDE SUPPORT TO OTHER EMPLOYEES AND PREPARE FOR COUNSELLING**

We pledge to reassure staff that we are handling the situation following advice from the Health Department and will continue to screen employees to determine possible exposure to the virus and will advise on what further steps to take. Support and counselling will be provided if necessary.

## **STEP 3 – INFORM THE HEALTH DEPARTMENT THAT AN EMPLOYEE HAS COVID-19**

Contact the COVID-19 Hotline on one of the following numbers:

**COVID-19 Provincial Hotline** 021 928 4102

**COVID-19 National Hotline** 0800 029 999

## **STEP 4 – ATTEMPT TO ESTABLISH HOW THAT EMPLOYEE GOT INFECTED**

This will depend on their work position and who they come into contact with.

## **STEP 5 – IDENTIFY ANYONE WHO MAY HAVE BEEN IN CONTACT WITH THE EMPLOYEE**

We will further identify who the employee might in turn have infected and provide relevant information.

## **STEP 6 – ASSIST WITH CONTACTING THESE PEOPLE AND HELP WITH QUARANTINING**

A designated human resources person will assist with contact tracing and management of contacts under the guidance of the health department.

## **STEP 7 – SCREEN EMPLOYEES AND TAKE STEPS TO PREVENT FURTHER INFECTIONS**

Employees suspected of possible infection may have special leave arrangements made to allow for isolation or testing at a medical facility for the presence of COVID-19.

All areas where the infected employee worked or visited in the work site will be thoroughly cleaned with soap and water and wiped down with a diluted bleach solution (dilute 30ml of bleach per litre of water to give a 0.1% mixture). If the area cannot be cleaned with soap and water then it will be wiped down carefully with a bleach solution, or a 70% alcohol solution. The area to be cleaned will be specific to each case and includes the kitchen, staff room, toilet facilities, trolleys, baskets, door handles, work stations, computers and counters among others.

## **STEP 8 – CLEANING OF THE CONTAMINATED AREA**

The following materials should be used for cleaning and disinfecting:

- Green household soap should be used to clean all equipment and environmental surfaces that can tolerate it (e.g. walls, floors, blinds, surfaces) prior to disinfecting.
- Disinfectant (6 teaspoons i.e. 30ml of bleach per litre of water) should be used after cleaning to disinfect all equipment and surfaces.
- If the area/surface cannot be cleaned with soap and water, wipe down with a 70% alcohol solution.

## **STEP 9 – POSSIBLE TEMPORARY CLOSURE OF THE WORK SITE**

This will be done under the guidance of the Health Department and will depend on circumstances. Should a company refuse to close a workplace voluntarily upon advice to do so, then the inspectors from the Department of Employment and Labour are empowered to close the premises.

### **Temporary closure of the work site can be prevented by:**

- Rapidly cleaning and disinfecting the surfaces and items that were contaminated.
- Completing the screening of other as yet unaffected workers timeously.
- Temporarily employing suitably skilled staff to replace those placed in isolation and quarantine.
- Preventing infection with COVID-19 by following the prudent steps outlined in this document.
- Training employees on how to prevent coronavirus infection.

## **STEP 10 – RE-OPENING OF THE WORK SITE**

Continuous training of staff will be undertaken and all measures continually assessed. The assessment and description of any steps taken will be compiled into a report and kept on record, as well as made available to the Health Department and the Department of Employment and Labour.

**If you have any questions or concerns, please do not hesitate to get in touch.**



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