



# **POST Protocol | COVID 19**

## Cayman Suites



PROTOCOL COVID 19 | CAYMAN SUITES

Human Resource (HR)

Front Office

Public Areas

Food & Beverage

Accommodation

El Galeon | Event hall

Pool | Maintenance | Suppliers | Purchase Department

# – Objectives–

- Unify standards and hygiene protocols on the property.
- Staff training for reopening.
- Create visual material to convey to staff how to prevent COVID-20.
- Ensure that protocols are followed with our collaborators, guests and clients who visit or frequent the property.



## Standards for all staff:

- Staff must wash hands regularly with warm water and soap for at least 20 seconds.
  - After using the bathroom.
  - Before and after interacting with guests or coworkers.
  - Before wear the protective equipment.
  - Every time the staff has contact with objects, surfaces and areas that are exposed to any contamination.
  - At least every 30 minutes.
  - Disinfect hands for 20 seconds using alcohol hand rub.
  - Sanitize personal items such as a pen, glasses, etc. using quaternary ammonium solution.
  - Ladies should keep their hair up, not wear any type of jewelry, have short nails and no polish.
  - The employee must enter bathed.
- The employee must enter uniform.
- Consider, the safety log entry for all staff by area.
- The employee must disinfect the sole of the shoe before entering work, walking on the carpet with quaternary ammonium sanitizing solution.
- Avoid greeting with physical contact including shaking hands, both to the rest of the staff and clients, the safety distance must always be respected.
- Apply hand sanitizer constantly.
- Thoroughly wash your hands after sneezing, blowing your nose, or coughing or touching potentially contaminated surfaces (money, cards, hotel keys, etc.).
- Disinfect frequently personal objects throughout the working day with quaternary ammonium disinfecting solution.
- Do not share work equipment or devices.
- Cell phone entry is prohibited, only authorized personnel may enter the cell phone. All staff must keep the cell phone in the security department.
- All staff is responsible for respecting the rules, markings, and processes, for staff, guests, visitors, and suppliers.



## Staff:

- The security officers will take the temperature to the staff
- TS tracking for all staff and BPM card
- Name tag
- Place information that will contain hand washing (before and after), BPM in Kitchen, cafeteria. (Designed and printed by the hotel)
- Use of personal protection
- Gel soap for staff entry
- Disinfecting mat, located in the entrance area.
  - Mask (for all staff)
  - Shield Mask (receptionists, waiters, waitresses and security)
- Training for all staff.
- Log implementation with temperature control of employees, suppliers, customers and guests.
- Implementation of daily check lists for all areas.

## COVID-19 Committee:

- Integrated by an executive committee, it will meet once a week to review the checklist and processes.



## Facts to review at COVID-19 committee meeting:

- . Security log
- . Updates
- . Chemical stock, EPI, (Accounting area).
- . Comments and suggestions
- . Check list by area:
- . A&B
  - . Restaurant
  - . Kitchen
  - . Lounges
- . RDM
  - . Front Office
  - . Housekeeping
  - . Public Areas
  - . Pool and Beach
  - . Security
- . Maintenance
  - . Fact sheet with sanitizing equipment
  - . Fumigation
  - . Sanitization roll by areas



## Staff dining room:

- Have alcohol-based formulation
- Handwash
- Have a quaternary ammonium dispenser. Staff is responsible for the sanitation of the area.
- POST COVID 19 standards and protocol information.
- Keep distance equivalent of 1.5 meters between person, during lunch break only 4 staff member will be authorized to eat at the same place in a lapse of 20 minutes each.
- Dining tables have to be sanitized between lunch breaks for the next group, (tables, chairs, and cutlery).
- Place single use paper towel dispenser.





## HOW TO HAND WASH

WASH HANDS WHEN VISIBLY SOILED! OTHERWISE, USE HANDRUB

Duration of the entire procedure: **40-60 seconds**



Wet hands with water;



Apply enough soap to cover all hand surfaces;



Rub hands palm to palm;



Right palm over left dorsum with interlaced fingers and vice versa;



Palm to palm with fingers interlaced;



Backs of fingers to opposing palms with fingers interlocked;



Rotational rubbing of left thumb clasped in right palm and vice versa;



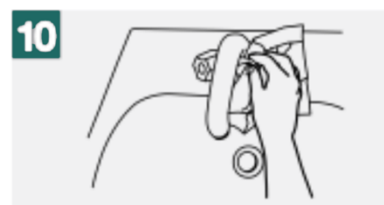
Rotational rubbing, backwards and forwards with clasped fingers of right hand in left palm and vice versa;



Rinse hands with water;



Dry hands thoroughly with a single use towel;



Use towel to turn off faucet;



Your hands are now safe.





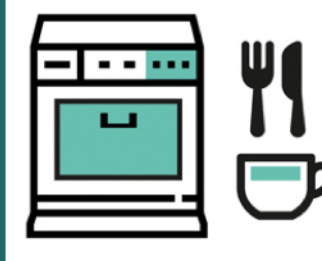
## CORONAVIRUS (COVID-19) PREVENTION MEASURES IN WORKPLACES AND FOOD HANDLING



Install sanitizing gel  
dispensers  
for use by customers  
and service personnel.



Frequently clean surfaces, counters,  
knobs, furniture,  
machinery, sinks, vending  
machines, telephones, dataphones, etc.  
with disinfectants or bleach.



Wash and disinfect the  
dishes at temperatures  
above 80°C



Wash tablecloths,  
napkins and work  
clothes in industrial  
washing machines  
above 60°C



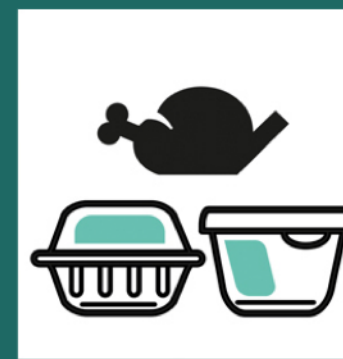
Check and clean  
the air conditioning  
filters and grilles.



Ventilate after  
each service  
and ensure sufficient  
air renewal.



Cook food above  
70° and keep  
the cold chain..



Keep food protected  
at all times with film,  
airtight container  
and labels



In buffets, limit the direct  
handling of food and  
utensils by customers,  
and change them  
frequently or use  
disposable materials.



## RECOMMENDATIONS FOR OUR EMPLOYEES WHEN THEY RETURN TO THEIR HOME TO PREVENT COVID-19



Be aware of  
symptoms



Avoid contact with  
vulnerable people  
as much as possible



Take off your shoes  
on arrival and leave  
your bag, keys  
and wallet  
in a box at the  
entrance



Avoid touching  
surfaces and  
objects until hand  
hygiene is performed,  
and if possible,  
shower when you  
get home

Clean the phone  
and glasses with a  
towel with water  
and soap or  
alcohol of 70°



Clean the surfaces  
of objects brought  
from work with  
diluted bleach  
(20 cc per liter of water)



Avoid sharing personal  
objects and limit  
the exposure  
of body fluids with  
the rest of the  
inhabitants.



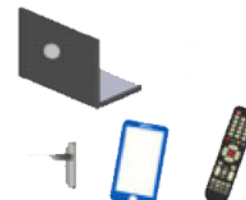
Frequently clean  
surfaces in common  
areas that are touched  
the most, such as  
switches, faucets,  
refrigerators,  
microwaves,  
washing machines  
or furniture



Wash dishes and  
clothes with  
hot water from 60°



Frequently disinfect  
objects that may be  
contaminated  
such as remote  
controls,  
keyboards, tablets,  
telephones,  
door knobs  
and switches



REMEMBER

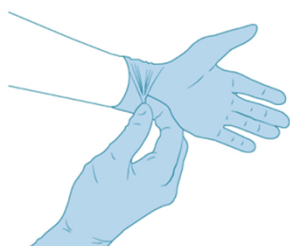
EXTREME  
HAND HYGIENE



VENTILE  
COMMON AREAS



## HOW TO SAFELY REMOVE DISPOSABLE GLOVES



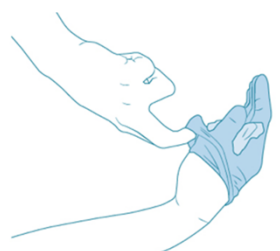
- 1 Pinch and hold the outside of the glove near the wrist area.



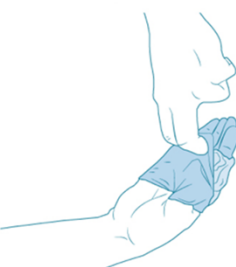
- 2 Peel downwards, away from the wrist turning the glove inside out.



- 3 Pull the glove away until it is removed from the hand and hold the inside-out glove with the gloved hand.



- 4 With your un-gloved hand, slide your fingers under the wrist of the remaining glove, taking care not to touch the outside of the glove.



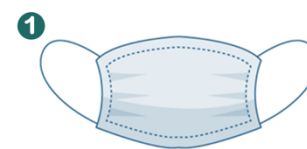
- 5 Again, peel downwards, away from the wrist, turning the glove inside out.



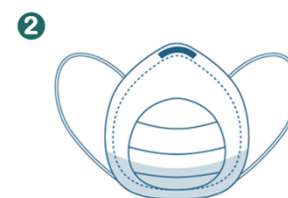
- 6 Continue to pull the glove down and over the inside-out glove being held in your gloved hands.

THIS WILL ENSURE THAT BOTH GLOVES ARE INSIDE OUT, ONE GLOVE ENVELOPED INSIDE THE OTHER, WITH NO CONTAMINANT ON THE BARE HANDS.

## WHAT TYPE OF MASK SHOULD I USE TO PROTECT MYSELF FROM COVID-19



1 Designed to filter particles emitted by the user during breathing, preventing them from reaching the outside. They also protect the user from fluid splashes.



2 Respiratory protection masks filter the air we inhale from the outside. They retain bacteria and viruses. FFP (Filtering Facepiece.)  
**FFP1**  
78% minimum filtration efficiency, 22% leakage to the outside. Protects from non-toxic and non-fibrogenic residues from dust or aerosols.

FOR INFLUENZA VIRUSES (AVIAN INFLUENZA, INFLUENZA A, CORONAVIRUS, ETC.) IT IS ALWAYS RECOMMENDED TO USE AT LEAST A HIGH-EFFICIENCY FFP2 MASK, OR EVEN PREFERABLY AN FFP3



**FFP2**  
92% minimum filtration efficiency, 8% leakage to the outside. It prevents us from inhaling toxic fluids from dust, aerosols, and fumes.



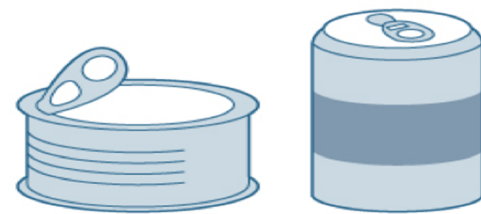
**FFP3**  
98% minimum filtration efficiency, 2% leakage to the outside. It is effective against bacteria, viruses and fungal spores.



## DURATION OF COVID-19 ON SURFACES

Tests performed with the SARS-CoV-1 coronavirus. Similar behaviors have been described in the new coronavirus (SARS-CoV-2 or Covid-19)

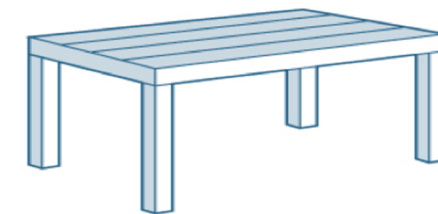
■ Days ■ Hours



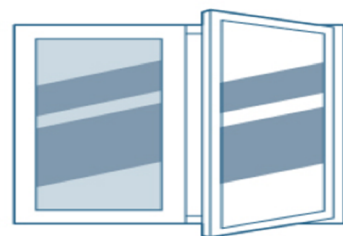
### ALUMINUM



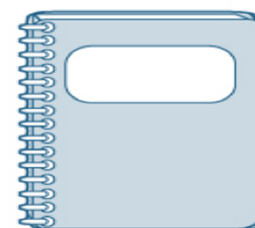
### SURGICAL GLOVES



### WOOD



### CRYSTAL



### PAPER



### PLASTIC



## Guidelines for guests care:

### Entry and registration area:

- Temperature check for guests and visitors (Security area)
- Keep a temperature log of each guests (Security area)
- Serve one guest at a time with a distance of 1.5 meters
- Signalize the distance between each person
- Ask all the guest to wear a protective mas
- Offer hand sanitizer to all guest
- Receptionist must welcome the guest immediately
- Present property regulations
- Avoid decorations in the area
- Disinfect suitcases with quaternary ammonium solution spray
- Sanitize the credit card with quaternary ammonium solution when taking it and returning it. (Preferably use contactless POS)
- Sanitize ID or any documents with UV lamp when taking and returning it
- Sanitize computer and all its components and work space with each guest attended
- Wash your hands every 20 minutes





## Front Desk guidelines:

- Disinfecting welcoming mats should be placed on entry
- There will be two gel dispensers in the reception area
- Have protocol information for guests
- One computer on the front desk area
- Have enough pens, these have to be disinfected after use with quaternary ammonium solution.
- Signalize the distance between each guest, one meter away
- Request contactless POS
- Disinfect the keys after each stay with quaternary ammonium solution.
- Disinfect phone, keyboard, mouse, and computer with quaternary ammonium solution every time you serve a customer.
- The general area (floors and secondary contact areas) should be sanitized during the week twice a day, and on weekends according to the movement.
- Deep cleaning of public toilets according to schedule, sanitize twice a day and weekend depending on movement.



## Payments methods:



Cobra a distancia con **Visa en Link**, solo debes enviar el link y tu cliente podrá pagar con su tarjeta de débito o crédito.



## Cleaning and sanitizing:

- ✓ Staff should walk around wearing a safety mask and rubber gloves.
- ✓ Cleaning and sanitizing at guests' contact points:
  - \* Door handles
  - \* Doors
  - \* Light switches
  - \* Paper dispenser
  - \* Handwashes
  - \* Toilet
  - \* Toilet paper dispenser
  - \* Trash can
  - \* Mirror
  - \* Showers
  - \* Shower faucets
  - \* Floor
  - \* Clining walkways
  - \* Trash cans with black bag
- ✓ The he disinfecting solution will be quaternary ammonium at 400ppm in a spray bottle





## Cleaning and sanitizing of public toilets and showers:

- ✓ Staff should walk around wearing a safe mask and rubber gloves.
  - Door knobs
  - Doors
  - Light switch
  - Paper dispenser
  - Handwash
  - Toilet
  - Toilet paper holder
  - Trash can
  - Mirror
  - Showers
  - Shower faucets
  - Floor
  - Pathway
- ✓ The disinfectant solution will be quaternary ammonium at 400ppm in a spray bottle



## Dressing Rooms:

- ✓ Sanitize the area, showers and lockers once a day during the week depending on the occupancy
- ✓ Sanitize lockers internally.
- ✓ Sanitize lockers keys after each use.



## Laundry:

- ✓ Have a hand sanitizer dispenser at the entrance to the area.
- ✓ Staff should walk around wearing a safe mask and single-use gloves.
- ✓ Wash bedding at 60°C
- ✓ Sort clothes.
- ✓ Sanitize area once a day during the week and twice a week.

Clothes  
collection

Laundry

Drying  
and  
ironing

Stored



## Restaurant Guidelines:

- **Tables:**

- A meter of distance between diners
- Four people are admitted for every 10 square meters
- Distance between the backs of the adjacent chairs should be a minimum of one meter.
- All guests will be escorted to their table.

- **Table setting:**

- Leave the table without placing utensils.
- Waiters should bring single-use sachets of salt and pepper, cutlery should be protected with kraft paper.
- Use of disposable tablecloths (kraft paper); this could have the menu printed on it.

- **Sanitize the following:**

- Cutlery, tables, chairs, tent cards.

- **Reception of diners:**

- Reception and client welcoming
- Information of new standards
- Beverage service
- Food services
- Cutlery removal
- Customer farewell



## **Communication:**

- Reduce diner / waiter interactions.
- Anticipate the requirements and needs of diners.

## **Menus options to be analyze:**

- When customer comes menu will be send by WhatsApp
- QR Code placed on tent cards
- Pastic plated menus

## **Menu content:**

- Breakfast (6 options)
- Two starter
- Two soups
- Two ceviches
- One meat option
- One chicken option
- Three seafood options (shrimp, fish fillet and whole fish)
- Two desserts
- Beverages will be analyzed on availabitly



## Important standards:

- Staff must be trained one week before opening
- Shift work



### Decalogue of the waiter

1. Wash hands with water.
2. Use gel soap in each service.
3. Shield mask and surgical mask.
4. Desinfection of surfaces with chlorine or quaternary ammonium, tables, chairs and trays.
5. Desinfection of napking rings.
6. Avoid waving.
7. Don't touch your face.
8. Wash the restaurant floor every 24 hours.
9. Desinfects everything the client touches.
10. Have good personal hygiene habits.



## **Room service:**

- Use of food trays
- Cutlery should be protected with kraft paper
- Reduced menus
- Dinner service
- Disposable menus (printed)
- Call at 60 minutes to collect the tray
- Trays must be sanitized after each service



## WET BAR:

- \* Have a hand sanitizer dispenser at the entrance to the area
- \* Surface sanitation.
- \* Single-use disposable cups
- \* Avoid cross contamination (use of colored cutting boards)
- \* Soak dishes on chlorine bleach after use
- \* Keep track of the expiration dates of perishables.
- \* Inform the guest to keep distance.
- \* The guest must leave a bench among themselves when sitting down.
- \* Sanitize with quaternary ammonium according to service.





## Kitchen area:

- Hand washing with soap
- Usage of soap in gel
- Surgical mask
- Surface sanitization with chlorine or quaternary ammonium.
- Disinfection process of vegetables and fruits.
- Respect cooking ranges temperatures, 70°C
- Avoid cross contamination (use of colored cutting boards)
- Have inventories of meat, seafood and poultry with entry date
- Disinfection process of crockery and cutlery with temperatures above 80°C
- Preserve the cold chain and keep food preserved at all times through containers
- Keep a log of cold equipment temperatures
- Deep cleaning roll
- Make sure providers have the COVID 19 protocol



## **Menú de desayuno:**

- Chapin
- Omelette
- American breakfast
- Hot Cakes
- Chilaquiles
- Yougurt with fruit and granola
- Cereals

## **Lunch and Dinner Menu:**

- Seafood soup
- Tortilla soup
- Soup of the day
- Mixed salad
- Chickend sandwich
- Club sandwich
- Burger
- Bolognese Spaghetti | Shrimp
- Chapina Dinner
- Shrimp Ceviche| Capitan
- Chapin Dish
- Chicken a la Carte
- Fish fillet
- Fried Mojarra 1.5 lb
- Shrimp a la Carte
- Cheesecake
- Nutella crepes and vanilla



## **Provider Guidelines:**

- Make sure providers have the COVID 19 protocol
- Buy seafood with trusted suppliers
- have specific times to receive the product
- keep a supplier log
- check expiration dates (it will be received in 60 days before)
- respect the cold chain
- do not receive badly packed or damaged food

## **Storage:**

- keep cellars tidy
- place AC in general cellar and dry kitchen cellar
- label food
- mark date
- rotation of products
- bring the PEP/FIFO system



## Guidelines for Rooms:

- \* Keep doors and windows open when there are no guests
- \* Maintain natural air flow
- \* Disinfection of:
  - \* Handrails (stairs)
  - \* Door Knobs
  - \* Safety locks
  - \* Peepholes
  - \* Nightstand
  - \* Chairs and lamps
  - \* Telephone and remote control wrapped in plastic film
  - \* Closet handle
  - \* Light switches
  - \* Curtain pulls
  - \* Minibar | Menu
  - \* Air conditioner control wrapped in plastic film
  - \* TV
  - \* Trash cans
  - \* Hangers
  - \* Dryer in plastic bag
  - \* Wash taps
  - \* Shower
  - \* Tables and chairs
  - \* Minibar



## Cleaning and disinfection of rooms:

- Color-coded cleaning cloth set to prevent cross contamination.
- Remove clothing used by guest, wrapping towards the center to avoid contact with the body, face and uniform.
- Make a complete change of all the bedding that is standardized by room after each check out.
- Sanitize the room after each check out.
- Handling towels, do not stir them with bedding.
- Use disposable cups for pure water.

## Cleaning and sanitizing bathroom:

- ✓ Door knobs
- ✓ Doors
- ✓ Light switch
- ✓ Paper dispenser
- ✓ Handwash
- ✓ Toilet
- ✓ Toilet paper holder
- ✓ Trash can
- ✓ Mirror
- ✓ Showers
- ✓ Shower faucets
- ✓ Floor
- ✓ The disinfectant solution will be quaternary ammonium at 400ppm in a spray bottle



## Cleaning and disinfection of management house and employees rooms:

- Color-coded cleaning cloth set to prevent cross contamination.
- Remove clothing used by personnel, wrapping towards the center to avoid contact with the body, face and uniform.
- Make a complete change of all the bedding that is standardized by room.
- Handling towels, do not stir them with bedding.
- Cleaning three times a week
- Sanitization once a week
- Coffee machines will be removed
- Remove the minibars
- It will be sanitized with quaternary ammonium

## Cleaning and sanitizing bathroom:

- ✓ Door knobs
- ✓ Doors
- ✓ Light switch
- ✓ Paper dispenser
- ✓ Handwash
- ✓ Toilet
- ✓ Toilet paper holder
- ✓ Trash can
- ✓ Mirror
- ✓ Showers
- ✓ Shower faucets
- ✓ Floor



**Banquet hall:**

**Capacities:**

Seating Layout	Pax
School	12
Auditorium	16
Round table	20
U Shape	10
Coctel	20
Imperial table	12



## Guidelines for use of meeting room:

- There will be a hand sanitizer dispenser at the entrance of the meeting room.
- The chairs will not use a cover.
- Before and after each meeting, the floor, chairs, projector, microphone and speaker must be sanctified.
- For work tables, the person in charge of the event should be advice the distance between people is 1.5 meters.
- Quaternary ammonium will be used.





## Guidelines for children's playground and pool:

- Floor washing and pool edge twice a week.
- 50% of maximum capacity will be allowed in each pool, 60 people in the large pool and 15 people in the small pool.
- Signs will be placed indicating guests the social distancing protocol.
- The children's playground will be sanitized depending on the use.
- 50% of the maximum capacity will be allowed in the pool and beach area (50 people)
- Place the beach chairs (deck chairs) at a distance of 2 meters, they must be sanitized after each use.
- Tables and chairs will be placed in the area to maintain social distance.
- Playground will be sanitized 3 times a day, 10:00 hrs. 14:00 hrs. 16:00 hrs.
- It will be sanitized with quaternary ammonium.



## **Guidelines for children's playground and pool: Animation Guidelines:**

- Have hand sanitizer in the area.
- Sanitize:
  - Microphone, speaker and audio equipment, this applies to discotheque except for lights.
  - Balls, rackets, board games and everything that has contact with the client.
  - There will not discotheque in the Galeon.
  - There will be no activities in which the guest is approached
  - It will be sanitized with quaternary ammonium.



## Maintenance Guidelines:

- Personnel must wear a safety mask
- Wear a cap
- All tools must be disinfected with chlorine or quaternary ammonium.
- Avoid handshaking between colleagues.
  
- Desinfection of AC
- Once a week, the unit's filter will be immersed in a quaternary ammonium-based sanitizing solution for at least 5 minutes.
- Regular maintenance with corresponding controls is also considered.



## Protocol acting under suspicion of Covid-19:

Anyone presenting the symptoms of the virus is considered an alarm of suspicion:

- Difficulty breathing
- Temperature above 37.5°C
- Dry cough
- Diarrhea
- Headache
- Sore Throat

When a suspicion arises, the person should be isolated

- If you are a guest or have a reservation, in your room
- It is recommended to have a room or isolation area for other cases
- The person assigned must call the Ministry of Health; the emergency number COVID-19 to report the case  
1517  
1540

Upon arrival of the authorities, follow their instructions



## Guidelines for suppliers and general warehouse area:

- Temperature taking.
- Graphic information in security area.
- Footwear must be sanitized on the carpet located in the security area.
- Ask the supplier to disinfect hands with alcohol gel.
- The supplier must wear a mask and a face shield.
- All the product that enters the warehouse and dry kitchen cellar must be sanitized.
- Providers will be attended 1 at a time with a distance of 1.5 meters.
- Keep track of all providers in log.
- Have a list of providers with evidence that they comply with prevention measures.
- Clean and sanitize the floor or table after the product is collected.
- Disinfect carts before and after product entry.
- The warehouse has to be disinfected twice a week, Sunday afternoon and Friday morning after the product enters.
- Quaternary ammonium will be used.



## Warehouse Guidelines:

- Disinfect all the product that enters the general warehouse with quaternary ammonium, example:
  - Bottled product
  - Canned product
  - Product in bag
  - There will be a table in the area
- There will be a table in the area
- Disinfect vegetables and fruit in a water basin. (This will be located in the cafeteria area).
- Use chlorine solution (1ppm x 1 liter).
- All fruits and vegetables have to come in a plastic box.
- Cardboard or wooden boxes will not be allowed.
- Ice chests must be sanitized with a thermo-fogger (quaternary ammonium).
- Disinfect carts before and after product entry.
- The warehouse has to be disinfected twice a week, Sunday afternoon and Friday morning after the product enters.



## **Driver Guidelines:**

- Disinfect steering wheel, lever and dashboard of the vehicle.
- Wear a safety mask
- Wear a safety mask and shield mask when you go to the market or pick up product at Clarion.
- You must carry hands sanitizer
- Written protocol.
- Respect the cold chain for meat, poultry and seafood.
- Enter the product through the parking lot next to the front desk.

## **Accountant | RDM | Management:**

- Wear a safety mask
- Wear a safety mask and shield mask when serving customers and suppliers.
- Apply hands sanitizer .
- Coordinate permanence in the office area.



# – BIBLIOGRAPHY –

STRATEGIES FOR REOPENING

GOOD PRACTICES FOR ESTABLISHMENTS AND WORKERS IN THE TOURISM SECTOR

FROM CONFINEMENT TO REOPENING

GUIDE TO OPERATION IN LODGING ESTABLISHMENTS DURING COVID-19

