
The Singapore Hotel Association

2019 Novel Coronavirus Checklist

This Checklist developed by the Singapore Hotel Association is to serve as a guide to members on the precautionary measures to take in relation to the 2019 Novel Coronavirus (COVID-19). It is developed in consultation with the Food, Drinks & Allied Workers Union, Singapore Tourism Board and Ministry of Health.

The Checklist is divided into two levels of actions – *“Recommended” Actions* and *“Good to Have” Actions* (which are over and above the recommended actions).

◆ **General**

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>1. Daily checking of staff’s temperature at the employee entrance upon their <u>arrival</u> at work and before they <u>leave</u> for the day.</p> <p>For those who are fever-free, a sticker can be produced to be issued for the staff to wear on their uniform, so as to give greater confidence to the guests.</p>	<p>A. Regular staff interview to ensure and update on any relations to relatives or friends who are/may be infected with the COVID-19 .</p>
<p>2. To implement daily checking of temperatures for contractors/vendors/ suppliers as well, at the security checkpoints before they are allowed entry or proceed to do their work in the hotel.</p>	

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>3. All staff, part-timers, contractors, vendors and suppliers are required to fill up a Health Declaration Form daily to declare their state of health; whether they have come into contact with any person suspected of the COVID-19 virus infection; and their past travel patterns of the last 14 days.</p>	
<p>4. Any staff who is unwell and down with fever or flu symptoms must see a doctor immediately. Unwell staff is not allowed to return to work without clearance by the doctor.</p> <p>Contracted workers in the staff canteen to be monitored daily as well.</p>	
<p>5. All Managers and Heads of Department to monitor their staff closely for any symptom of cough, flu, running nose, fever or difficulty in breathing.</p> <p>If a staff were to show any of these signs, the Manager or Head of Department will send him/her home or direct him/her to see a doctor immediately.</p>	
<p>6. Heighten the awareness and knowledge of staff on the COVID-19 symptoms. Provide staff with proper training to handle the COVID-19 virus-related enquiries from guests or the public, either in face-to-face situation or over the telephone.</p>	

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>7. To equip all staff with a handbook on the COVID-19 – a what-to-do checklist, and provide them with a regular update on health advisories on the COVID-19 virus for the workplace.</p>	
<p>8. Advise staff to defer all travel to Hubei province and to defer non-essential travel to Mainland China.</p> <p>Please obtain a health and travel declaration from employees on whether they have travelled to China recently, or if they have any upcoming travel plans to China.</p> <p>All staff who return from overseas must declare to HR Department for documentation and to see a doctor if unwell.</p>	
<p>9. Hotel must ensure that at all times, it does not have a staff on duty who has visited Mainland China within the last 14 days.</p>	

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>10 To provide a mandatory paid leave of absence (LOA) or allow telecommuting for 14 days for the following staff:</p> <ul style="list-style-type: none"> (i) Staff who have visited (for business or vacations) Mainland China (ii) Staff whose immediate family members are on quarantine order (iii) Staff who have come into contact with a known infected individual <p>Staff who are on 14-day LOA have to stay at home and avoid social contact.</p> <p>Employers and employees must ensure that employees behave responsibly during the LOA. MOM may take action against the employer or employee if they do not discharge their responsibility.</p> <p>The management will call the staff placed on LOA daily to check on his/her well-being.</p> <p>For details, please visit https://www.mom.gov.sg/2019-ncov for the latest MOM advisories on 2019 Novel Coronavirus.</p>	

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>11 Regular washing of hands.</p> <p>(i) All staff must wash their hands regularly with soap (every hourly at least) to reduce the risk of contracting virus.</p> <p>(ii) Staff to wash their hands thoroughly with soap before and after meeting with guests, and before and after each meal. They are also to be advised to avoid contact of their hands with their eyes, nose and mouth.</p> <p>(iii) Hand washing posters to be put up in appropriate areas.</p>	
<p>12 To increase the cleaning and disinfection frequency of back-of-the-house areas, staff canteen, staff lockers and staff changing rooms.</p>	
<p>13 Stringent checks to be imposed at security checkpoints and entry is controlled and restricted for suppliers and vendors.</p>	
<p>14 To implement zoning in the hotel premises by using different coloured stickers for different zones, and each contractor or supplier will be assigned a specific coloured sticker to indicate the zone that he is allowed entry into. This is to limit his movement round the hotel premises.</p>	

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
15 A Contingency Plan must be developed and briefed to all staff to prepare for emergencies such as a hotel staff or guest being suspected or diagnosed of having contracted the COVID-19.	
16 To implement a controlled system of good hygiene and sanitation practices. Please refer to NEA’s guidelines on cleaning and disinfection: <ul style="list-style-type: none"> • Sanitation and Hygiene Advisory for Hotel Operators • Interim Guidelines for Cleaning & Disinfection 	
17 In addition, the hotel must have obtained a good rating from the National Environment Agency’s (NEA) Eating Establishment Grading Scheme for all F&B outlets within the hotel premises.	
18 The hotel must be in full compliance with the MOH and STB’s joint health advisory on the COVID-19 for hotels.	
19 The hotel must engage the service of a medical doctor on a 24-hour basis for emergencies.	

◆ Front Office

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>1. Front Office staff to “screen” all check-in guests</p> <p>To request guests to complete a Health Declaration Form to declare their state of health; whether they have come into contact with any person suspected of the COVID-19; and their past travel patterns of the last 14 days.</p>	
<p>2. Temperature taking for all guests upon check-in, and record their temperature readings.</p>	
<p>3. Giving all guests a note on the COVID-19 (English and Chinese version) upon check-in. Latest press release from MOH to be made available to any guest who requests for the information via the following link https://www.moh.gov.sg/2019-ncov-wuhan</p>	<p>A. Allocating a particular section of rooms or certain designated floors for guests who arrive from high-risk areas. This is recommended to be done discretely.</p>
<p>4. Guest letter to be placed in all guest rooms to remind guests to contact the Hotel Manager if they feel unwell.</p>	<p>B. Room blocks or allocation of rooms to avoid back-to-back assignments. Ensure that a room is left vacant for at least 4-5 hours before letting it out to another guest.</p>
<p>5. Front Office staff to ensure that the guest registration card is completed in full – i.e. name and passport no., arrival flight details, double check on the spelling etc.</p>	<p>C. Increase the chlorine levels of swimming pool while maintaining the pH value. To be monitored regularly.</p> <p>Also to ensure that the filters in swimming pools are kept clean and to increase the frequency of backwash (eg. 50% increase).</p>

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>6. All hotel staff to be extra vigilant in looking out for any guest who appears to be ill.</p> <p>Employers should establish clear guidance to frontline staff on how to handle guests who are unwell. For example, frontline workers can advise guests who are visibly unwell to see a doctor.</p> <p>If it is necessary to provide urgent services to guests who are unwell, employers should also establish proper procedures to safeguard staff and premises. For example, having frontline workers wear a surgical mask, and serving these customers separate from other customers if possible</p>	
<p>7. Face masks and thermometers readily available for guests and hotel employees on request.</p>	

◆ Guest Rooms

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>1. All Front Office staff, Guest Relations Officers, Housekeeping and Laundry staff to practise high standard of personal grooming and hygiene.</p>	
<p>2. Use of protective gloves and face masks by housekeeping staff when cleaning the rooms and sorting guest linen. Laundry staff should also use protective gloves when handling linens.</p> <p>Soiled linen such as pillow cases, bed sheets, curtains and used towels should be placed in leak resistant laundry bags and sealed before sending to the laundry room for cleaning.</p> <p>All rubbish in the room should be cleared into trash bag and sealed immediately.</p> <p>Staff must be educated on the proper use and disposal of gloves and face masks – eg. there should not be direct contact of the bare hands with the used gloves or masks.</p>	<p>A. Place a thermometer in each guest room with a note requesting guest to check their own temperature if they do not feel well.</p> <p>If the guest is detected to have a fever (eg. more than 38 degree celsius), to contact the Front Desk.</p>
<p>3. Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent cleaning of rooms, including all surfaces, furniture, telephone etc.</p>	<p>B. If occupancy permits, clean check-out rooms only after the guest has checked out for 4 hours.</p>
<p>4. All cleaning equipment and cleaning cloths must be washed with disinfectants.</p>	<p>C. Tissue dispensers to be made available on each lift lobby on every floor.</p>

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>5. Thorough cleaning and disinfection of the air conditioning system to reduce possibility of cross infection of viruses.</p> <p>Disinfection of the air-conditioning unit should be carried out a few hours after the guest has checked out. The balcony door and windows, if any, should be opened during the disinfection of the air-conditioning unit. This includes disinfecting the fan coil unit and cleaning the filter, drain pan, grill and collar duct.</p>	<p>D. Chief Engineer tasked to ensure that water coolers in hotel are properly sanitized.</p>
<p>6. Air-conditioning unit re-adjusted to ensure maximum fresh air circulation in all guest rooms.</p>	
<p>7. Disinfectant spray and ozone treatment to be used regularly along guest room corridors.</p>	

◆ Public Areas

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>1. Notices of the COVID-19 to be displayed at appropriate public areas (eg. the lift lobby), to inform guests of the COVID-19 virus situation in Singapore and to assure them that the hotel has implemented the necessary precautionary measures.</p>	
<p>2. To implement temperature checking of all incoming guests and visitors to the hotel.</p>	
<p>3. Use of protective gloves when cleaning public areas.</p> <p>Staff must be educated on the proper use and disposal of gloves – eg. there should not be direct contact of the bare hands with the used gloves.</p>	
<p>4. Use of antiseptic wipes and disinfecting chemicals for more thorough and more frequent cleaning of areas with high human contact, such as counters where customers are served and rooms where visitors are hosted.</p> <p>More frequent cleaning of general public access areas such as lifts, pantries, toilets, and bin areas.</p>	
<p>5. All public areas should continue to be sanitized every 2 hours, on a daily basis.</p>	

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>6. When there is an on-going function or over the weekends when there is bigger crowd, the public areas and public toilets should be cleaned more often.</p> <p>Please refer to MOH advisory for large scale events here.</p>	

◆ F&B Outlets and Kitchen

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
1. To obtain from the guests or patrons dining at the restaurants their names and contact details – this is to assist in contact tracing, should it become necessary at a later date.	
2. To implement temperature checking of all guests before entry into the restaurant.	
3. High standard of personal grooming and hygiene to be practiced at all times – eg. no scratching, coughing or sneezing in the kitchen. Hands must be washed after sneezing, coughing or scratching.	
<p>4. Use of protective or disposable gloves and face masks by the kitchen staff when they are handling food preparation.</p> <p>The gloves and masks should be changed frequently.</p> <p>F&B staff should also wear gloves when they are sorting napkins.</p> <p>Staff must be educated on the proper use and disposal of gloves and face masks – eg. there should not be direct contact of the bare hands with the used gloves or masks.</p>	<p>A. To replace linen napkins with disposable paper napkins, wherever possible.</p>

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>5. Thorough washing and sanitizing of kitchen equipment</p> <p><u>Example</u></p> <p>(i) Plastic cutting boards and kitchen knives must be washed and sanitized frequently after each use.</p> <p>(ii) Can openers, weighing scale, trolley, shelves, machinery, utensils, telephone etc. must be washed and sanitized frequently.</p> <p>(iii) Chiller, ice machine, freezer, ice bin etc. must also be washed once a week.</p>	
<p>6. Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent washing of the floor, walls, table tops, preparation tables, all surfaces of workstations and restaurant furniture</p>	
<p>7. In restaurants, wipe down and sanitize the tables, chairs and menu stands regularly. Table menus should be wiped down and sanitized after every seating of guests.</p>	
<p>8. Change buffet utensils frequently.</p>	
<p>9. The practice of refolding napkins for guests at the table during meals should be suspended immediately. Wet cloth towels should not be used at all.</p>	
<p>10. Bartenders to use tongs for garnishes at the bar counter.</p>	

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
<p>11. No supplier is allowed entry into the kitchen at any time. Hotel staff will handle the transfer of food from receiving area to the kitchen.</p>	

◆ Function Rooms

<u>“Recommended” Action Plans</u>	<u>“Good to Have” Action Plans</u>
1. Practise high standard of personal grooming and hygiene.	
2. Use of antiseptic wipes and disinfecting chemicals for more thorough and frequent cleaning of function rooms, including all surfaces, furniture, telephone etc.	
3. Hotels to remind event organisers to: <ul style="list-style-type: none"> • Carry out temperature screening* *Hotel may also offer to help to conduct temperature screening for the event participants. • Look out for participants with respiratory symptoms such as cough or runny nose, and deny entry to unwell individuals; • Remind participants not to attend if the participants have recent travel history to mainland China, and require travel declaration, if possible; • Maintain a registration list of participants 	
4. More frequent cleaning and sanitizing of toilets that are located near the function area to ensure high standard of hygiene.	A. To implement zoning in the hotel premises by using different coloured stickers for different zones – eg. guests or visitors from the “Red Zone” should be encouraged to use toilets, telephones or any facilities that is within or closest to the “Red Zone”.