

# Hospitality Reopening Guidance



Think Safe  
Work Safe  
**Be Safe**

# Hospitality Reopening Guidance: General Information

## Purpose & Scope

This document provides cleaning and disinfecting information, guidelines, and hygienic practices that may be necessary to reopen a hospitality establishment during this novel coronavirus time.

✓ **You will use this checklist for reopening purposes and use the primary cleaning procedures, as directed, in the P&G Professional Cleaning Binder. This will enable you to return to clean and safe everyday operations.**

✓ The guidelines included may not cover all needs for every operation and health department jurisdictions. If not, or you have additional questions about procedures and products needed for recovery, please contact your establishment's Safety Manager and/or contact Procter & Gamble Professional at 1-800-332-RSVP.

### Reopening Cleaning Plan

The basic guidelines that should be followed for reopening are:

- Inventory and Order Cleaning Supplies
- Verify Operational Performance of Chemical Dilution Equipment
- Conduct Employee Training and Alignment
- Execute Cleaning Plan as outlined below

## Appoint a Cleaning Team

✓ Minimum training shall consist of correct use of Personal Protective Equipment; review of cleaning procedures and items to be cleaned prior to starting unit clean-up.

✓ The Person In Charge or Operations Leader shall appoint a clean-up team. It's recommended to have 2 to 3 people that are experienced employees on this team.

✓ The Person In Charge shall review clean up procedures and tasks with the clean-up team before beginning steps specified in the reopening plan. Also, emphasize the importance of frequent hand washing and changing of gloves during cleaning process. Assign people to the following check lists:

- |  |   |
|--|---|
| <input type="checkbox"/> Guest Rooms & Bathrooms     | <input type="checkbox"/> Restaurant – Cleaning Supplies & Equipment |
| <input type="checkbox"/> Lobby & Guest Check In Area | <input type="checkbox"/> Restaurant – Back of the House             |
| <input type="checkbox"/> Fitness Center & Pool Area  | <input type="checkbox"/> Restaurant – Front of the House            |
| <input type="checkbox"/> Business Center             |   |
| <input type="checkbox"/> Laundry                     |   |



# Help Keep Your Employees & Guests Healthy & Safe

Businesses will need healthy employees to help avoid disruptions that can and have led to temporary closures. One infected employee has the potential to infect everyone in the workplace, and in sufficient numbers, which is capable of shutting down the business. Also, there are infected individuals that are asymptomatic (free of signs of infection and capable of spreading the virus). Businesses need to implement infection control practices in a manner that assumes you have asymptomatic infected workers in the establishment at all times. Please be aware that Public health authorities are actively investigating this outbreak and the situation is fluid. Please follow your local/regional public health authorities for the most current information and guidelines. That said, below are some infection control practices that help employees and guests stay healthy, and keep businesses open:

## a. Employee Health

- i. Employees should not work when they are sick or been exposed to an individual who is sick with COVID-19. Consider implementing the following daily health checks when arriving to work:
  - ✓ Take employee temperatures, and should be under 100 F (38°C)
  - ✓ Ask employees if they have had new persistent dry cough.. answer should be “no”
  - ✓ Ask employees if they have had direct contact with individuals infected or suspected to be infected with COVID-19. Answer should be “no”
- ii. Personal Protective Equipment
  - ✓ Recommend using gloves and face covering/mask (this will help protect the guests mostly but will also have a slight benefit for employees) Please do not use surgical masks, or N95 respirators, as these are critical supplies for Healthcare workers.
  - ✓ Instruct employees to make sure they do not touch their face when removing face covering/mask, and to immediately wash hands post removal. Cloth face masks should also be routinely washed in a washing machine, depending on the frequency of use.
- iii. Hand Washing
  - ✓ Emphasize frequent hand washing and potentially establish protocols that require minimum hand washing frequencies and activities, such as every 30 minutes and enhanced managerial control of employee hand washing.
  - ✓ Offer a hand sanitizer (with 60% or more alcohol content) when hand washing is not readily available.
- iv. Social Distancing
  - ✓ Provide work environment that enables social distance guidelines of 6 feet away from others.

## b. Guest Health

- i. Hand Hygiene
  - ✓ Hand Washing - be sure customer restrooms are always stocked with appropriate hand washing supplies and facilities according to code requirements (soap, hot water, means to dry hands)
  - ✓ Hand Sanitizing - provide guests a hand sanitizer(stations or bottles)
- ii. Social Distancing
  - ✓ Provide environment that enables social distance guidelines of at least 6 feet away from others.
- iii. Disinfect high touch surfaces more frequently
  - ✓ After you reopen, ensure your employees are disinfecting high touch surfaces more frequently:
    - ✓ All common area countertops, tables and chairs
    - ✓ Keycards
    - ✓ Door and sink handles
    - ✓ For a complete list see page titled “Disinfecting High-Touch Surfaces”



# Infection Prevention & Control

## Bacteria and Viruses

### 1 FACTS

Germs are pervasive in our environment and are easily spread through contact with others, surfaces, and inhalation/ingestion. Bacteria and viruses are two types of germs.



#### COMMON GERMS

- Norovirus
- Influenza
- Coronavirus
- Salmonella
- Hepatitis
- E-coli



#### TRANSMISSION

- Person to person via droplets through the air
- Bodily fluids (sweat, saliva, blood)
- Touching contaminated surfaces



#### STATISTICS

- All Canadian Provinces have reported cases of Coronavirus
- Novel Coronavirus is currently 10x more deadly than the seasonal flu

source: www.cdc.gov

The Spaulding Classification System characterizes the difficulty to kill germs with disinfecting agents.

It is generally accepted that:  
Enveloped viruses are easier to kill.  
*These include: Influenza, Novel Coronavirus and Hepatitis.*

Non-Enveloped viruses substantially more difficult to kill.  
*These include: Norovirus, Rotavirus.*

#### The Spaulding Classification System



Did you know...

#### Residual soil can shelter germs

**CLEANING...** is removing soil from a surface

**DISINFECTING...** is killing/reducing germs that can cause disease, odours and spoilage.

- Most disinfectants do not effectively remove soil, if at all.
- Cleaning according to product instructions and dwell times:
  - ✓ removes soil where germs are found and can multiply
  - ✓ allows disinfectants to work more effectively

You must clean **AND** disinfect!

# Infection Prevention & Control

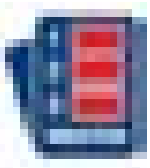
## Bacteria and Viruses

## 2 INFECTION PREVENTION

### EDUCATE



Train employees and reinforce the importance of **staying home when sick**



**Regularly communicate** sick policies, personal hygiene etiquette and infection control procedures



During an outbreak, **Keep close to local and regional guidelines;** execute a plan that allows for business continuity

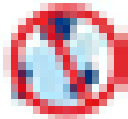
### ENCOURAGE GOOD HABITS



Handwashing **Frequently for at least 20 seconds – put posters up for reminders**



Provide hand **sanitizing stations** to enable ease of use



**Cover mouth & nose** when coughing or sneezing



Avoid close contact **Encourage social distancing behaviors**



Use face mask & disposable gloves to further mitigate spread of infection

### BREAK THE CONTAMINATION CYCLE



Do not allow germs to travel



**Clean + disinfect**  
Avoid cross contamination of tools like mop heads



**Prioritize high touch surfaces**



Use a Health Canada registered Disinfectant  
Follow label instructions

## 3 INFECTION CONTROL

### PREPARE



*Being ready for everyday infection control can help when an outbreak occurs.*

- Have a written & posted plan for infection control
- Ensure a stock of cleaning products, tools, and supplies
- Train employees on PPE and keep it available

### ESTABLISH



*Consistent and frequent cleaning policies & procedures are critical.*

- Proper cleaning and disinfecting procedures should be part of **every employee's training plan**
- Managers are the role models – exhibit the behavior you want to see
- Post your policies and make them easily accessible

### ENFORCE



*Enforcing the “good behavior” of cleaning and disinfection can help ensure it's done right.*

- Catch your employees cleaning **and reward the actions**
- Have frequent spot checks
- Train by doing – when you notice an improper procedure – correct it by showing the right way

# General Guidelines for Cleaning and Disinfecting During Reopening



Inventory all products – Reorder as needed



Wear PPE (Personal Protective Equipment) as directed



Wash hands frequently or as needed, with soap and water, for a minimum of 20 seconds



Disinfect high touch surfaces with Spic & Span disinfecting all purpose cleaner



Wash, rinse, and sanitize all small wares in 3 compartment sink



Clean & disinfect floor tools in mop sink



Clean & disinfect all guest rooms, common areas, laundry room, kitchen, and restaurant

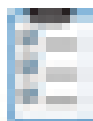


Refer to P&G procedure binder for official standard cleaning procedures.

Please contact your P&G sales rep to obtain a copy, if you do not have one.



Ensure all staff members are trained on included checklists and other new and necessary guidelines



Perform tasks outlined in the checklists immediately after this page.



# Guest Room Check List

Clean

Disinfect

Restock

Straighten

Inspect

## Step 1: Prepare and Check

- 1 Turn on room ventilation system just before leaving
- 2 Turn on lights
- 3 Open windows
- 4 Turn on air conditioning (if applicable) (20-22°)
- 4 Check room ready for cleaning and change out of worn linens and bedding (if applicable)
- 5 Check drawers
- 6 Check room for hazards (e.g., smoking items, cords, TV stand, chairs, etc.) guests (removed if)

## Step 2: Spray High Touch Surfaces with Disinfectant

- 1 Spray surfaces with low and high touching items (e.g., door, light switch, door handle, window blind cord, etc.) with disinfectant
- 2 Disinfecting Touch Surfaces (e.g., door handle, window blind cord, light switch, window blind handle, phone cord, etc.) with disinfectant
- 3 Spray high touch touch surfaces (e.g., door handle, window blind cord, light switch, window blind handle, phone cord, etc.) with disinfectant
- 4 Wipe down high touch surfaces (e.g., door handle, window blind cord, light switch, window blind handle, phone cord, etc.) with disinfectant
- 5 Wipe down high touch surfaces (e.g., door handle, window blind cord, light switch, window blind handle, phone cord, etc.) with disinfectant
- 6 Wipe down high touch surfaces (e.g., door handle, window blind cord, light switch, window blind handle, phone cord, etc.) with disinfectant
- 7 Turn on room and window blinds

## Step 3: Finish Living Area

- 1 Turn on room and window blinds
- 2 Turn on room and window blinds
- 3 Turn on room and window blinds
- 4 Turn on room and window blinds
- 5 Turn on room and window blinds
- 6 Turn on room and window blinds
- 7 Turn on room and window blinds

## Step 4: Finish Bathroom

- 1 Turn on room and window blinds
- 2 Turn on room and window blinds
- 3 Turn on room and window blinds
- 4 Turn on room and window blinds
- 5 Turn on room and window blinds
- 6 Turn on room and window blinds
- 7 Turn on room and window blinds

## Step 5: Inspect Room by Supervisor

- 1 Turn on room and window blinds
- 2 Turn on room and window blinds
- 3 Turn on room and window blinds
- 4 Turn on room and window blinds
- 5 Turn on room and window blinds
- 6 Turn on room and window blinds
- 7 Turn on room and window blinds





# Fitness Center, Pool Area Check List

Clean

Disinfect

Straighten

Inspect

## Step 1: Prepare and Check

- Put on personal protective equipment, gloves and face covering
- Turn on lights
- Turn on fans, windows or doors if available
- Turn on air conditioning (22°C) or heating (20°C)
- Inspect and check that all equipment is in use and operating correctly
- Check medical equipment areas including all items required (ventilator, TV, etc.)

## Step 2: Spray High Touch Surfaces with Disinfectant

- Spray surfaces with foam and liquid (disinfecting) product and allow a 10-minute dwell time
  - High touch areas include bar, mirrors, benches, bars, people, machine touch points, door handles, light switches, and machine touch screens
  - Also use included handsets, binoculars, chairs, pool handling etc.
- Disinfecting areas and use disinfectant equipment, disinfectant product and spray materials used as directed by a manual or written procedure
- Turn off lights and conduct profile inspection

## Step 3: Finish Common Areas

- Check and turn up equipment, bar area, light fixtures, TV, music, service manual, etc. ensuring equipment operation by testing all equipment required from light switch to power, previously tested
- Check that all tables and benches are fully covered for use
- Spot clean visible spillages
- Straighten up and collect bins (ensure they are empty)
- Clean up spill in Fitness Center
- Tidy and straighten pool decking
- Spray disinfectant on pool and any wet surfaces

## Step 4: Inspect Room by Supervisor

- Check room appearance and equipment according to service standards
- Check tables, removal of bins
- Turn off lights

# Business Centre Check List

Clean

Disinfect

Restock

Straighten

Inspect

## Step 1: Prepare and Check

- Put on personal protective equipment: gloves and face covering.
- Turn on Lights.
- Turn on air conditioning (22 °C) or heating (20 °C.)
- Open drawers.
- Verify electronic equipment works including computer, mouse, printer etc.

## Step 2: Spray High Touch Surfaces with Disinfectant

- Spray surfaces with Spic and Span Disinfecting Cleaner and allow a 10-minute dwell time. For electronics, be sure to spray cleaner into a clean cloth and wipe surface.
- Determine where and how contaminated equipment, contaminated products, and cleanup materials would be disposed in a manner to contain the pathogen.
- Train employees and conduct practice sessions.

## Step 3: Finish Business Area

- Dust and damp wipe artwork, furniture, light fixtures, clock, etc. paying particular attention to wiping off disinfectant solution from high touch surfaces previously sprayed.
  - Work top to bottom and in circular motion around the room.
- Straighten out and restock items (chairs, paper, pens, etc.)
- Vacuum carpet and soft furnishings.
- Spray Febreze on carpet and soft furnishings.

## Step 4: Inspect Room by Supervisor

- Verify room cleanliness and readiness according to current standards.
- Close drawers.
- Turn off lights.

# On Premise Laundry Check List

Prepare and check  
Cycle the machines

## NORMAL START UP

### Step 1: Prepare and Check

**Clean & Disinfect the exterior of each laundry machine and control switches/buttons with Spic and Span Disinfecting Cleaner.**

- Ensure Hot & Cold water supplies are ON .
- Ensure power is ON to each laundry machine
- Verify power is ON for each chemical dispensing pump and controller.
- Ensure all products are connected properly and are PRIMED.

### Step 2: Cycle the machines

- Load each laundry machine with “RAGS”
- Run a “RAGS” cycle
- For questions when executing this checklist, or for service, call PGP Call Center @ 1-888-474-7765

# Restaurant Cleaning Supplies and Equipment Check List

Inventory

Order

Operational Checks

## Step 1: Inventory and Order Chemicals

- Check program binder for what chemicals are in your program and verify that you have the chemicals on hand.
- 3-Compartment Sink – Pot and Pan Detergent and Sanitizer
- Hand Soap
- Mop Sink Diluted Chemicals – Floor Cleaner, Disinfectant/Cleaners, Degreasers, etc.
- Ancillary chemicals such as grill cleaners, oven cleaners, fryer cleaner, etc.
- If applicable, Mechanical Ware wash Detergent, Rinse Aid, an/or Sanitizer
- Order chemicals that you do not have

## Step 2: Inventory and Order Tools and PPE

- Floor Cleaning Tools
  - Wet floor sign, broom/dust pan, mop bucket, mop, extra mop heads, deck brush, floor squeegee.
- 3-comp sink tools
  - Scouring pads, brushes
- Towels
- Sanitizer buckets and spray bottles
- Other tools according to your brand standard
- PPE that meets brand standard requirements as well as local regulatory requirements which might include face covering.
- Test strips for measuring chemical sanitizer concentration for 3-comp sink or low temperature mechanical ware washer
- Irreversible temperature measuring device/indicator for measuring ware surface sanitizing temperatures for high temperature mechanical ware washers.

## Step 3: Operational Checks of Dilution Equipment

- Chemicals hooked up to dilution equipment at mop sink and 3-compartment sink
- Prime chemical supply lines (concentrate bottle to dispensers)
- Turn water supply to dispensers and push buttons to ensure that solution is flowing out of dispensers
- Test sanitizer solution coming out of 3-comp sink dispenser (must be 200 ppm for Clean Quick Broad Range Quaternary Sanitizer)
- Test low temperature dish machine chemical sanitizing process with test strips to ensure sanitizing rinse is 25 to 100 ppm chlorine according to water hardness and temperature.
- Call the P&G Professional Call Center, if equipment is failing.

# Back of House Check List

Clean

Sanitize

Disinfect

## Step 1: Wash, Rinse, Sanitize All Small wares

- Refer to Standard Procedures.
- Wash/Rinse/Sanitize (WRS) 3-compartment sink.
- Prepare 3-Compartment sink.
- Wash all small wares in restaurants.

## Step 2: Equipment

- Refer to Standard Procedures.
- WRS food preparation sink.
- Refrigeration equipment - reach-in and walk-in coolers and freezers.
- Cooking equipment is clean and damp wiped down.
- Fryers are drained and cleaned according to company standard.
- Hot holding equipment.
- Ice machine bin and exterior.
- Damp wipe all equipment with sanitizer towel.
- Clean floor tools/mops at the mop sink prior to using.

## Step 3: Facilities

- Ventilation hoods and hood filters are cleaned.
- Sweep and deck brush floors.
- Garbage cans are cleaned and disinfected.

## Step 4: Mechanical Ware Wash

- Inspect, drain, clean and disinfect interior of machine.
- Operator handles and switches cleaned and disinfected.
- Clean all removable parts e.g. wash and rinse arms.
- Ensure chemicals are properly installed and primed.
- Verify proper operating temperatures according to data plate.
- Test sanitization levels according to machine type.

# Front of House Check List

Clean

Sanitize

Disinfect

## Step 1: Dining Area

- Note that many jurisdictions or corporate standards may not allow in-restaurant dining due to the Novel Coronavirus, so be sure to block access to dining area in these situations.
- Refer to Master Cleaning List and Standard Procedures in Cleaning Binder.
- Disinfect tables and chairs with Spic and Span Disinfecting Cleaner.
  - Note that while dining area may be blocked off it is important to clean this area.
- Sweep and mop floors.
- Disinfect all high touch surfaces.
- Clean soda fountain.
- Clean and stock condiments station.
- Clean windows.
- Clean and disinfect garbage cans and garbage can housing.

## Step 2: Dining Room Restrooms

- It is important to provide access to clean restrooms for customers and/or employees to ensure compliance with hand hygiene requirements.
- See Restroom Cleaning and Disinfecting procedures.
- Verify hand washing sinks are dispensing hot water.
- Restock hand soap.
- Ensure there is a means to dry hands (disposable towels and/or air-dryer.)
- Restock toilet paper and other amenities as per brand standard.

## Step 3: Entrance & Exterior Areas

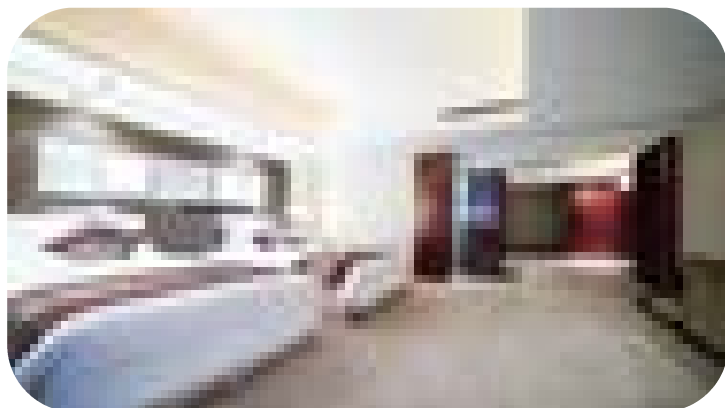
- Follow outside cleaning procedures in binder.
- May need to block access to outside dining areas per local orders or company standards during Novel Coronavirus pandemic.
- Windows are clean.
- Trash is picked up.
- Garbage cans are cleaned and disinfected.
- Dumpster area is clean and free of debris.
- Menu board is clean.

# Disinfecting High-Touch Surfaces

## PURPOSE

High-touch surfaces have been shown to play a role in the transmission of pathogens both directly by surface-to-mouth contact and indirectly by contamination of hands and subsequent hand-to-mouth contact. In order to keep our teams and customers safe, focus on the following throughout the day:

- Reinforcing and strengthening proper cleaning procedures, especially in high-traffic areas (as shown below).
- Use Spic and Span® Disinfecting All-Purpose Spray and Glas Cleaner. For proper disinfection, let product dwell according to the label instructions.
- For food contact surfaces, rinse with water after cleaning and disinfecting and sanitize with food contact sanitizer.



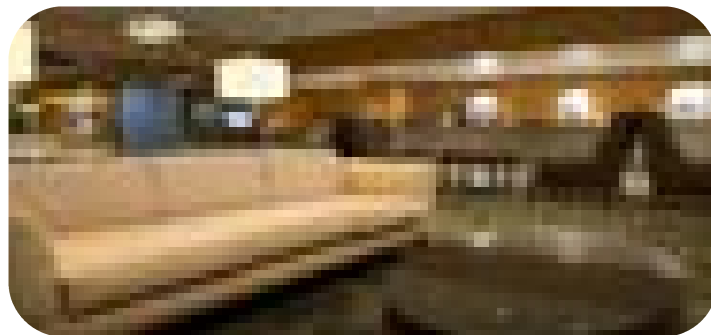
## GUEST ROOM AND BATHROOM

- Door handles
- Sink faucets and toilet handles
- Towel dispensers handle
- Trash receptacle touch points
- Kitchenette surfaces
- Bedside tables
- Chairs
- Desk
- TV Remotes
- Dresser surface and handles



## KITCHEN AREA

- Door handles and push plates
- Handles of all the equipment doors and operation push pads
- Handles of the dispensers (beverage, etc.)
- Walk-in and other refrigerator handles
- 3-compartment sink/mop sink
- Mop handle
- Ice scoop (frequently through dishwasher)
- Hand-washing sink handles
- Soap dispenser push plates at the hand-wash sink



## DINING ROOMS & LOBBY AREAS

- Door handles, push plates, thresholds and hand rails
- Dining tables
- Chairs and booths
- Trash receptacle touch points
- High chairs
- Bar area

