



Lido Sharm Hotel

Operational considerations for COVID-19



General View about Covid-19

Several countries have demonstrated that COVID-19 transmission from one person to another can be slowed or stopped. This document has been prepared based on the evidence currently

available about Coronavirus disease 2019 (COVID-19) transmission (human-to-human transmission primarily via respiratory droplets from, or direct contact with, an infected person), and is designed to ensure that the accommodation sector can protect the health of its staff and clients.

The measures proposed here should be reviewed and adapted to the local context by the hotel Safety Committee, Prevention Officers and Services, and Health Consultants, or other relevant stakeholders who are responsible for health-related issues within an establishment, including administration and industry associations

[COVID-19 transmission](#) According to current evidence, COVID-19 virus is transmitted between people through respiratory droplets (particularly when coughing). Direct contact with an infected person or indirect contact, (touching a surface or object that has been contaminated with respiratory secretions) and then touching their own mouth, nose, or eyes is another route of transmission. Although most infected people develop mild symptoms, severe disease may result in older people and/or people with other medical conditions and they may require rapid hospitalization. Prevention measures include regular and thorough hand hygiene, social distancing, avoiding touching eyes, nose, and mouth, and good respiratory hygiene. In public areas, cleaning and disinfecting frequently touched objects and surfaces can help reduce the risk of infection.



Management team

1-Action Plan

The management of the hotel adopt a responsible attitude to address the health threat of COVID-19. 1. An action plan prepared by the Management Team, in consultation with local health authority, hotel association, and Tourism administration this action plan tailored to the situation and implement it in accordance with the recommendations of local and national public health authorities with the aim to prevent cases, effectively manage cases, and mitigate impact among clients and staff, including cleaning and disinfection of rooms occupied by ill persons. The plan, which may incorporate teleworking, should be updated when necessary as a consequence of new guidance, procedures, or regulations issued by the pertinent authorities

2-Mobilisation

The Management Team make sufficient human and economic resources available to ensure that the action plan can be implemented rapidly and effectively. The action plan also include the provision of equipment and procedures, developed in collaboration with local health authorities, for the management of suspected case(s) and their possible contacts.

3-supervision

The implementation of the action plan and the effectiveness of the measures undertaken should be evaluated frequently to verify compliance, identify and correct gaps, and adapt the plan to practical experience. A Crisis Team involving members of each relevant department can support Management in the implementation of the action plan and timely identification of needed adjustments. It is necessary to be alert to any unusual rise in worker absenteeism, especially those due to acute respiratory infections, possibly caused by COVID-19.



4. Logbook of actions

The management keep a logbook of the important actions and measures carried out and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom, where, etc.). This logbook can be used to improve the actions implemented.

5. Communication

Creating a very strong communication between Management and staff, including through the managers in charge of the different departments, in order to predefine an information policy for guests as well as to rapidly provide and obtain information on incidents that may arise in the hotel and to know the status of the situation at all times. Providing guidelines to the staff on how they should communicate the action plan to guests and other stakeholders can ensure alignment consistency. Short documents or informative posters can amplify the key messages among guests and staff, including the promotion of hand-washing (at least 20 seconds, all parts of the hand), respiratory hygiene, and coughing etiquette. Official leaflets on basic hygiene practice and COVID-19, in different languages, could be useful information tools. It is useful to have an up-to-date list of the contact information of the staff, including emergency telephone numbers.

6. Training and information

Management informed & trained all staffs of the measures to be adopted and the measures that could protect their health and that of others, including the recommendation to stay home and seek medical attention if they have respiratory symptoms, such as coughing or shortness of breath. Management organize information briefings that cover all the basic protective measures against COVID-19 and the signs and symptoms of the disease. Training all the staff for specific procedures maybe needed.

7. hotel Clinic & medical service

The hotel have a clinic and professional doctor 24 hours in case need and the clinic furnished with all the first aid kit and oxygen devices our medical team well trained and follow the who instructions concerning the covid-19 pandemic .



Reception and concierge

1-Information and communication

Reception desk staff sufficiently informed about COVID-19 so that they can safely carry out their assigned tasks and prevent the possible spread of COVID-19 within the hotel. They are capable

of informing guests who inquire about the hotel's policy in terms of the preventive measures established or other services that guests may require (for example, medical and pharmacy services available in the area or at the hotel itself). They are also be able to advise guests with respiratory symptoms to stay in their rooms until they are seen by a doctor—management arrange it immediately—as well as to provide basic hygiene recommendations when asked. Reception desk staff, if possible, Reception desk staff take all necessary precautions, including physical distancing. Official, up-to-date information. Reception Desk staff are familiar with the room occupancy policy for accompanying persons in the event of a suspected case of COVID-19. The reception desk have the telephone numbers of the health authorities, medical centers, public and private hospitals, and assistance centers for use whenever there is the possibility that a guest may be ill.

2-Necessary equipment

The reception desk have a medical kit that includes the following items: • Germicidal disinfectant/wipes for surface cleaning Tissues. • Face/eye masks (separate or combined, face shield, goggles). Note that disposable face masks can only be used once (see Advice on the use of mask). • Gloves (disposable) • Protective apron (disposable) • Full-length long-sleeved gown • Biohazard disposable waste bag

3. Social distancing measures

Hand cleaning, and respiratory hygiene Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are the main measures to prevent transmission of COVID-19. Although it is probable that guests are already familiar with these measures, they should be reminded as a form of hospitality. • Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft) and avoiding anyone who is coughing or sneezing. • Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water. Also avoid touching eyes, nose, and mouth. Hand disinfection is indicated after exchanging objects (money, credit cards) with guests. • Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed of immediately in a bin with a lid.

4. Monitoring of guests who are possibly ill

While observing regulations in relation to the protection of personal data and the right to privacy, it is advisable to monitor potentially ill guests in the hotel. Reception staff should note all relevant incidents that come to their knowledge, such as requests for doctor's visits. This information will aid guests through appropriate advice, facilitating early detection, and rapid management of suspected cases with local health authorities.



5- Check-in & Check-out procedures

Check-in:-

- A- We will do our best to obtain copy of the guest passport before their arrival dates in order to fill in all the date needed automatically to ease the check in procedures.
- B- Once the guests arrived to the hotel main gate our health and safety team will welcome them and providing them with hand sanitizing material and start sanitizing their luggage from outside faces before our bellman carry them into the hotel premises
- C- The reception staff aware about the social distance procedures and we determine the distance between our guests but the foot signs 1 meter in between
- D- The reception desk have the medical kit including all the needed material such as face masks, gloves (disposable, Germicidal disinfectant/wipes for surface cleaning Tissues.
- E- the reception desk have two glass boxes well sanitized one of them full of sanitized pens for guests use and the other one for used pens to be sanitized again .
- F- The registration card will be filled by the reception staff in advance to minimizing the touchable actions and to be signed by the guests using the sanitized pens.
- G- The reception staffs will then give to our guest the room door card well sanitized.
- H- Our bellman will then accompany our guests to the room carrying their well sanitized luggage.
- I- The room will be providing with the pool and beach towels beside the normal bath towels.
- J- We will remove all the information paper from all our rooms and all the information will be hanging in the information board front of the reception and the other outlets

Check out:-

- On the night of the check out the reception staff will prepare the list of the morning check list and will contact each room in the list by phone to know the exact time of their transfer and informing them about the balance that they have to pay such as extra consumption or room rate.
- All the invoices will be printed on advance and waiting for the guest to pay it only upon check out to reduce the guest visits to the reception.
- C- Once the guest call the reception on the day of check out our bellman will go direct to the room to carry out the guest luggage to the reception area and start sanitizing them before put them in the transfer bus.
- D- Payment of any pending balances will be only by Credit card and through the
- E- Sanitized machine by our staff and before giving the card back to our guests our staff will sanitize the card.



- F- In case of the guest needs to keep their luggage in case of late transfer our staff will keep it in our luggage store which is well sanitized.

Cleaning and housekeeping

1. Cleaning and disinfection

Even in the absence of COVID-19 cases in the hotel the hygiene services is enhanced. Special consideration already given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.) as a general preventive measure during the entire COVID-19 epidemic more special attention given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc. Cleaning staff are instructed accordingly

- A- All the paper material will be removed from the rooms to minimizing the touchable items in the rooms.
- B- All rooms will be provided with the face masks and sanitizing gel.
- C- All rooms will be sanitized before check in and after check out with the authorized materials through the ministry of health.
- D- All the equipment inside the rooms will be sanitized during the cleaning operation such as telephone, television, safe box, minibar, and hairdryeretc.
- E- Rooms will be occupied only after 12 hours from the sanitization time.
- F- Rooms will be cleaned only two times per week as per the new instructions of WHO and case of guest need more cleaning in specific cases only.
- G- All linens will be sanitized and steamed by special machine before use it in the room and before the houseman leaving the room.
- H- All the housekeeping staff will wearing the masks and gloves during the operation of cleaning the rooms as well as all the hotel staff.
- I- Each houseman will have all his special material and equipment's needed for the cleaning operation.
- J- All the public areas will be sanitized 24 hours.
- K- All the hotel corridors will be provided by sanitizing dispensers full with the sanitizing gel.
- L- All the rooms will have a special plastic bag for the used sanitizing materials with closing label.
- M- Beach and pool towels will be delivered to the room every day.

In case of effected guest



- A- The hotel will measure the guest's body temperature daily through the hotel medical team and in case a guest with high fever or any other symptoms the hotel will inform the local health organization and informing the tour operator in the same time.
- B- The hotel have a special rooms for an effected guests provided with a special materials and all the materials in side is disposable.
- C- If the affected guest continued stay in the hotel (not recommended). The person will be isolated in a room on a temporary basis until the intervention of local health authorities, and provided the room is not shared with other guests. No visitors will be permitted to enter the room occupied by the affected guest. Accompanying persons, if any, will continue the stay in different room.
- D- In order to minimize the risk of contaminating other guests or members of the staff, symptomatic guests should leave the hotel according to instructions from the management of the hotel and local health authority. Symptomatic guess will be assessed for their condition and, if they fulfil the definition of a suspected case, they will be transferred to a designated health care facility
- E- The staff well trained how to deal with such cases and all the guest utensils will be deposabe and front of the isolated rooms will be a table well sanitized to put all the items to the infected guests and he put the used and the garbage out by himself.
- F- All the staff will deal with such case will have the special medical suit and special masks and gloves.

Food & Beverage operation (Restaurants, breakfast and dining rooms and bars)

Restaurants



- A- The restaurants are organized and furnished according to the instruction of the ministry of tourism and who instructions.
- B- Before entering the restaurant our medical team will measure the guest's body temperature by the special infrared thermometers.
- C- Maximum number guests around one table is four persons.
- D- Distance between each tables is more than 1 Meter.
- E- All tables & chairs will be sanitized daily before the guest use with the special materials
- F- All table will be topped by placemat well sanitized before & after each use.
- G- All the public restaurant toilets will be sanitized 24 hours such as taps and doors knobs toilets base. Etc.
- H- The style of buffets will be according the instructions of the ministry of health which will be a closed style where the service will be through our chef the guest choose the items he need from the buffets items and our chefs will serve it for him with the respecting of the distance.
- I- All the drinks in the restaurant will be by disposable plastic or cartoon cups.



- J- No china on the table such as pepper or salt it will be replace by small paper packet for one use as well as the tooth picks and webs all in on packet with the fork, knife and the spoon .
- K- All the children chairs well sanitized and we have disposable utensil special for children in case parents ask for it.
- L- All the staff wearing gloves & masks during the whole operation times.
- M- Inside and outside the restaurant we provide a sanitizing dispensers
- N- Also front of the restaurant the information board including all the available information about covid-19.

Bars

- A- All bars organized and furnished as per the instruction of the ministry of tourism respecting the distance between the chairs.
- B- All the bar's staff wearing the masks & gloves during the whole operation.
- C- All bars provided with a glass washer machine filled by the cleaning and sanitizing materials.
- D- No china or glass cups will be used only plastic and cartoon disposable ones.
- E- All the covid-19 information hanged around all bars
- F- All the chairs and bar counters are sanitized before and after the operation and during the operation if needed.

Recreational areas (Beach & Swimming pool)

- A- Beach area all sun beds will be sanitized daily before the operation during the operation as well as the end of the day
- B- We will furnished the beach area as per the instruction received from the ministry of tourism we will keep one meter distance between each sun bed and we will leave one umbrella empty in the middle of each two umbrella.
- C- Swimming pool area all sun beds will be sanitized daily before the operation during the operation as well as the end of the day
- D- We will furnished the swimming pool area as per the instruction received from the ministry of tourism we will keep one meter distance between each sun bed and we will leave one umbrella empty in the middle of each two umbrella.
- E- Beach and swimming pool towels will be delivered to the rooms directly in daily basis cleaned sanitized and steamed with special machine.
- F- Around the beach and the swimming pool area we will distribute sanitizing dispensers with the sanitizing gel.
- G- Also around the two area our staff will regularly check the guest's body's temperature and record the result in a special note book.
- H- All the staff around the beach and swimming area will be wearing the face medical masks and gloves and we will measure their body temperature regularly.

Technical and maintenance services

- A- Water disinfection we are maintaining the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended according to international norms and standards, at the upper limits of the range.
- B- Dishwashing and laundry equipment the proper functioning of the dishwashing and laundry equipment regularly checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
- C- Air-conditioning Although COVID-19 is not transmitted by air but from person to person through small droplets from the nose or mouth when an infected person coughs or exhales, attention should be given, as in normal circumstances, to monitoring the condition of filters and maintaining the proper replacement rate of indoor air. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools regularly checked.
- D- Dispensers Regular checks carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. Defective units rapidly repaired and case it need replacement we replaced. The hotel action plan include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of interest (e.g. entrance to the dining hall, restaurants, and bars)

General note

- This is the current procedure and action plan the hotel management are following and it will be updated according to the situation or any other new instruction by the ministry of tourism or according to the WHO instructions .