KAHC PROPOSED PROTOCOLS FOR REOPENING OF HOTELS

Kenya Association of Hotelkeepers and Caterers (KAHC) is the principal umbrella association that brings together the hospitality industry. Our membership is drawn from hotels, restaurants, private members’ clubs and specialty caterers. Together with our sister organization PERAK (Pubs Entertainment and Restaurant Association of Kenya), we represent the interests of investors all over Kenya.

As a result of Covid-19, all our establishments were forced to shut down temporarily as measures were undertaken to slow down the spread of the virus. A few hotels remained open in Nairobi and Mombasa and were utilized as quarantine facilities for Kenya Residents returning from overseas.

As an industry, we have always maintained very high standards of hygiene since that is a requirement of the Public Health Act, Tourism Act (under classification) and HACCP which we are a signatory of as well as part of the hygiene training team. The advent of Covid-19 has introduced additional areas which we feel will help in improving our levels of preparedness as we look after our clients in the future.

We are therefore proposing the following steps in order to ensure the health and safety of all our staff members and clients:

GENERAL DISINFECTION
Prior to reopening, we recommend that a general disinfection procedure is done by housekeeping with special consideration given to the application of cleaning and sanitation measures in all areas.

Frequent disinfection of building entrances, public areas, rooms, back of house areas, vehicles and special attention is given to high touch areas.

STAFF HEALTH:
- Provide information and practices that are in place to prevent the spread of COVID-19.
- Conduct Covid-19 tests on all staff members. We recommend that staff are tested within our facilities by MOH teams.
- Scanning of temperature to be conducted on staff at the beginning of every shift.
- Staff transport (buses) to be disinfected daily.
- Social distancing to be practiced by all staff.
- Staff members to wash hands and apply alcohol based sanitizers upon arrival.
- Frequent hand washing and sanitization to be observed during shift.
- Staff facilities (changing rooms and cafeteria to be cleaned and sanitized twice daily.
- Use of technology, staff to have mobile app on their phones to monitor Covid-19.
- Staff members to report respiratory illness to the employer and do not come to work for at least 10 days following the onset of cough, fever, fatigue, sore throat,
runny nose, difficulty breathing and/or shortness of breath. Contact 719 if requiring further health advice.

GUEST HEALTH
- Guests arriving from outside Kenya to be tested 14 days before their departure and obtain a Covid negative certificate.
- Temperature screening to be conducted on all guests at the main entrance.
- Guests to wash their hands and use alcohol based sanitizers upon arrival at the hotel.
- Hotel to provide wash up facilities and hand sanitizers.
- All guests required to wear face masks when in public areas of the hotel.
- Suitcases to be disinfected before delivery to guest rooms.
- Guests to install Covid-19 App on their mobile phones.

PREVENTIVE MEASURES
- Conduct training on Covid-19 hygiene protocols for all staff members.
- Regular cleaning and disinfection of high touch surfaces such as door handles, tables, elevator buttons, switches, public equipment, tools, cutlery and crockery, pots and pans.
- Avoid contact with others e.g. handshakes, touching, kissing, hugging and other intimate contact

FRONT DESK
- All front office staff wear face masks.
- Concierge team offer hand sanitizers for guests upon arrival
- All arrivals are screened to identify with symptoms of COVID-19 and their body temperature is taken upon check-in.
- Obtain guest information in advance to limit time spent at the Front Desk.
- Front Office Manager refers all sick guests or suspected cases to proceed to the hospital for medical check-up.
- Disinfect the hotel lobby regularly (at least twice a day).

HOUSEKEEPING
- Carts, trolleys and equipment to be disinfected at the start and end of every shift.
- Cleaning plan is followed for guest rooms by focusing on high touch areas which are used by in-house guests.
- Minimize contact with guests.
- When guests are in the room, offer to return later.
- Increase the frequency of cleaning and disinfecting especially guest bathrooms.
- Supply housekeeping team with sufficient disinfectants; PPE and others.
- For soft furnishings (sofas, mattresses, etc.), other cleaning procedures may be used: steam cleaning (vaporizer)
LINEN MANAGEMENT
- Linens, and clothes should be put in special, marked laundry bags and handled carefully.
- Clean and disinfect hampers or other carts for transporting of laundry.
- Instructions is given for washing them in hot cycles (70ºc or more) with the usual detergents.

HOTEL LEISURE FACILITIES (Swimming pools, kids club, spa, gym …etc.)
- Increase frequency of cleaning and hygiene protocols.
- Maintain the concentration of disinfectant in water for consumption and in pools or spas within the limits recommended.
- Provide sufficient dressing rooms, shower rooms, toilet facilities and lockers for the guests.
- Provide adequate handwashing facilities including liquid soap, paper towels, hand dryer and hand sanitizers.
- Regular disinfection of high touch areas such as door handles, card terminals with anti-bacterial liquids.
- Avail hand sanitizers to all guests in public areas.

DINING
- Set tables at 1.5 meters apart.
- Guests to wear masks when moving from their tables to different parts of the dining area.
- Set bar stools at 1.5 meters apart.
- Guests not allowed to serve themselves from a buffet. Where buffets are available, service to be done by hotel chefs who will wear masks and gloves.
- Drinks to be served on the table by waiters who will be kitted with PPE’s.
- All guests to use hand sanitizers at the entry of dining areas and bars.
- Dining tables and chairs to be cleaned and sanitized with before sitting new guests.
- Waiters and service staff to wash hands and sanitize after serving each table.
- Suppliers of goods and services Contractors follow safe systems of work to prevent the spread of COVID-19.
Guest Stay Instructions letter:

1. Wash your hands regularly with soap and water. It takes about 20 seconds to wash hands properly.
2. Use a tissue for coughs and sneezes. Dispose them in the room waste bin.
3. If you don’t have a tissue use your sleeve.
4. Avoid touching your eyes, nose and mouth with unwashed hands.
5. If you feel unwell, feverish or develop a cough, stay in your room. We will give you necessary advice. Do not go to the restaurant if unwell, food will be brought to your room.