



## **Medina Palms COVID-19 Guest & Staff Policy**

**ISSUED: 8<sup>th</sup> MAY 2020**

At Medina Palms, health and safety has always been a priority. Due to the rapid evolving of the COVID 19 (Corona Virus) pandemic, we have taken measures to boost our hygiene and cleanliness standards; in conjunction with additional steps to ensure the safety of our residents and staff members.

Guidelines set by the local authorities, the Kenyan government and WHO have been adopted. Our main objective is to avoid the spread of the disease, therefore strict routines and procedures have been implemented for us to achieve this.

Our team is equipped with the knowledge and tools to combat the virus as it evolves, our staff are trained and we have full confidence in them.

### **General Disinfection**

Since the outbreak of COVID-19, fumigation and deep cleaning of all general areas with government recommended disinfectants has taken place.

After our last client left the premises, all areas pertaining to hotel services were disinfected. Medina Palms is cleaned daily with special consideration to the risk areas such as; the property entrance, public areas, vehicles, staff rooms etc.

### **Staff Members**

Staff members at Medina Palms have been given information and training on how to reduce the spread of COVID-19 at work and at their homes.

The following measures have been implemented or boosted since the outbreak of the virus:

- i. An Infra-red thermometer is situated at the main gate to check all individuals' temperature when entering Medina, this includes but is not limited to (staff members, guests, contractors and delivery vehicles) a record is kept of all individuals' temperature.
- ii. Staff members in contact with the public have been equipped with gloves and face masks and instructed to wear them at all times.
- iii. Sanitizer dispensers have been installed at all exits, entries and areas where people congregate (These include but are not limited to; the main gate, beach access, reception, spa entry/exit, staff changing rooms, all offices)
- iv. Signs asking/ reminding people to wash/ sanitize their hands have been placed at all exits, entries and areas where people congregate (these include but are not limited to; the main gate, beach

- access, reception, spa entry/exit, staff changing rooms, public bathrooms, all offices). Hands must be washed for a minimum of 20 seconds with soap and running water.
- No member of staff may proceed on duty without washing their hands or sanitizing.
- v. Staff members are to avoid touching their mouth, eyes and nose.
  - vi. Staff members are to avoid contact with others. A 1.5m distance is to be between individuals is to be adhered to at all times
  - vii. Meal times have been adapted to ensure no crowding takes place at the staff canteen.
  - viii. All surfaces are thoroughly cleaned with effective sanitizers after single use
  - ix. Gloves provided for cleaners/ at risk people (single use has been explained to the individuals, gloves are changed after each job). Housekeepers cleaning occupied units wear gloves at all times.
  - x. Any individual with Corona Virus symptoms is advised to seek medical attention immediately. Medina Palms has ensured all staff have access to contact details and advise from the Kenyan health care professionals.

## **Reception**

Official up to date information about the pandemic is available at any time from the reception. All reception staffs have been trained and have sufficient knowledge on COVID-19, so they can safely carry out their assigned task

Medina drivers and taxi operators are equipped with sanitizers and vehicles cleaned after each trip thoroughly.

Hand sanitizer is offered to all guests upon arrival and their temperature is recorded via an infra-red thermometer.

A guest questionnaire has been added to the check in process to ascertain the guests' health and place of origin.

Gloves and masks are worn by all members of our front office team. Our porter will wear gloves when carrying luggage to rooms changing them after each use.

The main entrance, hotel lobby and reception desk are sprayed and disinfected before and after every check-in or check- out.

Upon check-in guest are given an information pack, detailing COVID-19 symptoms, emergency contact numbers and procedures the hotel will adopt if an individual is showing symptoms.

## **Hotel Rooms**

Having a sanitized hotel room is important under normal circumstances, but with coronavirus cases mounting in the world, it is crucial. By ensuring our rooms are sanitized to the highest standards with every precaution taken to reduce contamination, we provide the best possible care against infections.

To ensure the rooms are cleaned to the highest standard, we supply our housekeeping team with government suggested disinfectants. All area surfaces in the guest rooms are wiped down and cleaned with special attention given to highly touched areas. Gloves and masks are worn by all members of our house keeping team. Gloves and cleaning utensils are changed after each individual room is cleaned to ensure no cross contamination.

All laundry and linen is collected and washed separately on hot cycles with advised detergents. Each room is designated with specific linen, and no sharing or cross washing will take place when a unit is occupied.

Once a guest checks out the room/ apartment will be completely stripped and sanitized with special attention to high touch areas (Safes, TV remotes, fridge, hairdryers etc.).

During this time all housekeeping staff has been advised to stay vigilant. If an individual is showing any symptoms, housekeeping staff are urged to inform management so as the necessary steps can be taken.

### **Hotel Leisure Facilities**

We consider the following areas highly sensitive and have therefore always ensured the highest standards of hygiene are adhered to and maintained. Due to the Corona Virus we have taken further measures to ensure these areas are safe for our residents.

#### ***Swimming Pools***

All individuals wanting to use the pool facilities must shower first before entering the water, notwithstanding that there is no proven record of contamination from a chlorinated pool.

All pools within Medina Palms are regularly cleaned.

Chlorine levels are tested regularly to ensure they do not drop and PH maintained at recommended levels.

Pool attendants are to wear face masks and stay vigilant to ensure all guests, not forming part of a household, maintain the 1.5m distance

#### ***Nemo's Cave (Kids' Club)***

We currently offer a private nanny service on request. The nanny provided is highly trained and informed on the contagious nature of the disease and how it is transmitted. The nanny will come to the requested room and wear protective gear.

Our kids club is open to a limited number of children.

All children and carer's will wash hands or sanitize before entry and exit. All items used will be sanitized before and after use by an individual.

High touch areas are disinfected every 20 minutes, and a general cleaning with disinfectant is done twice a day

Planned activities in our kids club will be adopted to ensure cross contamination does not take place.

#### ***Sakina Ocean Spa***

All individuals will wash hands or sanitize before entry and exit.

Currently our treatment rooms are sanitized after each treatment is completed, and we have given our spa team refresher courses on hygiene protocol and boosted it were applicable.

Our therapists will wear protective equipment at all times.

We have revised our list of treatments to those that ensure the safety of both our employees and our guests.

All linen or items used will be sorted and cleaned separately with disinfectant.

### ***Fitness Studio***

High touch areas are disinfected every 20 minutes, and a general cleaning done twice a day.

All individuals are to wash hands or sanitize their hands before entry.

After use of any machinery or gym equipment, sanitization wipes are provided to clean the surface of the equipment.

A maximum of 3 people are allowed to utilize the fitness studio at all times.

The Medina Palms personal trainer will wear a mask and ensure health and safety measures are adhered to.

### ***Dining***

All table arrangement have been adjusted to more than 1.5m

All tableware, crockery and utensils are changed and sanitized after every use.

Dining tables and chairs are sanitized with disinfectants before serving clients to ensure a pleasant dining experience

Hand sanitizer is offered to every guest when seated for a meal.

#### **Disclaimer Note:**

Whereas all care will be taken by the Management of Medina Palms to ensure the above policies are strictly followed and adhered to, the management accepts no responsibility whatsoever for any injury or illness due to the negligence of a guest not following laid out Ministry of Health procedures against the risk of infection.

1. All clients indemnify, release and hold harmless all the Medina Palms companies, and their respective owners, directors, employees, agents and associates, from all liability, blame and responsibility, direct and indirect, in the event of any illness, injury or death from any causes that they may suffer now and in the future due to COVID-19.
2. This disclaimer has to be accepted by the client and other room occupants and on behalf of any minors accompanying them, and shall be binding on assignees, heirs and legal representatives and on those of any accompanied minors. All Medina Companies, their respective owners, directors, employees, agents and officers are released from any responsibility and any culpability or liability on the terms set out in this disclaimer, in the event of client's negligence to the set out guidelines.

The Management reserves the right to alter the above SOP and guidelines, in line with government directives, at any time without notice.