


COVID PROCEDURES

MAY 28

NELSPRUIT LODGE

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Nelspruit Lodge

"THE PLACE TO STAY"



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PURPOSE

This document is a management procedure for Good Health and Safety Management Practices. The use of this Management Procedure and the incorporation of its requirements into working practices and activities will ensure that Nelspruit Lodge achieve compliance with its legal duties with regard to health and safety. It will also ensure that all employees are aware of what are expected of them, how we can prevent the spread in a personal and working environment and what procedures to follow if an employee, ourselves, or a guest become ill. Implementing and performing these guidelines will not only contribute to the prevention and reduction in the spread of the corona virus but also contribute to reducing the spread of other diseases and therefore reduce absenteeism

This guidance is based on the current knowledge about SARS-COV-2 and evidence originating from studies on other corona viruses.

What are Coronaviruses?

Coronaviruses are a large family of viruses that cause respiratory illness ranging from the common cold to more severe diseases such as Middle East respiratory syndrome (MERS) and severe acute respiratory syndrome (SARS). Coronaviruses are zoonotic, meaning they are transmitted between animals and people.

What is Covid 19?

SARS-CoV-2 is a new strain of coronavirus that has not been previously identified in humans. COVID-19 was identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China. The Corona virus has an incubation period and time delay from infection to symptoms

What Is an Incubation Period?

The incubation period is the number of days between when you're infected with something and when you might see symptoms. Health care professionals and government officials use this number to decide how long people need to stay away from others during an outbreak. It's different for every condition. If you've been around someone who has the new coronavirus that causes COVID-19, you're at risk, too. That means you need to stay home until you know you're in the clear. Health professionals call this self-quarantine. But when will you know whether you have the disease? The answer depends on the incubation period.

What Is the Incubation Period for the New Coronavirus?

To learn the incubation period for the coronavirus, researchers studied dozens of confirmed cases of COVID-19 reported between Jan. 4 and Feb. 24, 2020. These cases included only people who knew that they'd been around someone who was sick. On average, symptoms showed up in the newly infected person about 5 days after contact. Rarely, symptoms appeared as soon as 2 days after exposure. Most people with symptoms had them by day 12. And most of the other ill people were sick by day 14. In rare cases, symptoms can show up after 14 days. Researchers think this happens with about 1 out of every 100 people. Some people may have the coronavirus and never show symptoms. Others may not know that they have it because their symptoms are very mild. Current studies might not include the mildest cases, and the incubation period could be different for these.

When Is the Coronavirus the Most Contagious?

Researchers estimate that people who get infected with the coronavirus can [spread it to others](#) 2 to 3 days before symptoms start and are most contagious 1 to 2 days before they feel sick.

How Long Should I Quarantine After I've Been Exposed to the Coronavirus?

The CDC says that if you might have come into contact with the virus and have no symptoms, you should self-monitor. This means watching for signs such as fever, cough, and shortness of breath. Stay out of crowded places, keep at least 6 feet away from other people, and wear a cloth face mask when you have to go out.

If 14 days of isolation creates a hardship, the CDC advises you may be able to leave quarantine:

After day 10 without testing

After day 7 after receiving a negative test result

Still, after you leave quarantine, you should continue to monitor yourself for any symptoms.

Virus	Incubation Period (typical cases)
Novel Coronavirus (COVID-19)	2-14 or 0-24 days *
SARS	2-7 days , as long as 10 days
MERS	5 days (range: 2-14)
Swine Flu	1-4 days , as long as 7 days
Seasonal Flu	2 days (1-4 range)

Symptoms

People with COVID-19 have had a wide range of symptoms reported – ranging from mild symptoms to severe illness. These symptoms may appear 2-14 days after exposure to the virus:

- Fever
- Cough
- Shortness of breath or difficulty breathing
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Personal prevention:

Wear a mask over your nose and mouth

- Masks help prevent you from getting or spreading the virus.
- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a [mask](#) in public settings and when around people who don't live in your household, especially when other [social distancing](#) measures are difficult to maintain.
- Masks should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- Do NOT use a mask meant for a healthcare worker. Currently, surgical masks and N95 respirators are critical supplies that should be reserved for healthcare workers and other first responders.
- Continue to keep about 6 feet between yourself and others. The mask is not a substitute for social distancing.

Stay 6 feet away from others

- Inside your home: Avoid close contact with people who are sick.
- If possible, maintain 6 feet between the person who is sick and other household members.
- Outside your home: Put 6 feet of distance between yourself and people who don't live in your household.
- Remember that some people without symptoms may be able to spread virus.
- Stay at least 6 feet (about 2 arms' length) from other people.

- Keeping distance from others is especially important for people who are at higher risk of getting very sick.

Avoid crowds

Avoid poorly ventilated spaces

Wash your hands

With soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

It's especially important to wash:

- Before eating or preparing food
- Before touching your face
- After using the restroom
- After leaving a public place
- After blowing your nose, coughing, or sneezing
- After handling your mask
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.



Always cover your mouth and nose

With a tissue when you cough or sneeze or use the inside of your elbow and do not spit.

Throw used tissues in the trash.

Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Workplace prevention

When entering our premises

All employees report to reception

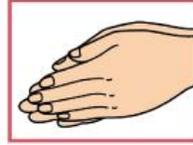
- Hand sanitizer available at entrance and in reception
- Where your temperature is taken
- Where a new disposable mask is provided
- All employees and their temperatures are recorded and kept for future reference

③ Sanitize

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13 Curl fingers while applying an adequate amount of disinfectant to the palms and fingertips



14 Rub the palms together



15 Rub fingertips in the opposite palm



16 Rub the back of each hand with the opposite palm



17 Rub palms with fingers interlaced



18 Rub each thumb clasped in the opposite palm



19 Scrub the wrists



20 Repeat until dry

All employees to wear masks and gloves provided

All employees to wear masks at all times, except working outside alone

Social distance to be maintained

Hand sanitizer available at every entrance

Soap and water available in every room

Procedures in work areas

1. No more than 3 employees are allowed in the same area to maintain social distance
This includes linen room, reception, kitchen ect
2. Masks to be worn at all times
3. Sanitize equipment shared regularly
4. No physical contact allowed example hugs, handshake ect
5. Sanitizer available at every block. Please use when entering and exiting
6. No sharing personal belongings, food, or drinks
7. Gloves should be worn when handling linen or used cutlery and utensils

PPE to wear while carrying out cleaning and disinfection works

1. Wear disposable gloves, mask and or face shield
2. Avoid touching the nose and mouth
3. Gloves should be removed and discarded after each use, soiled or if damaged.

4. All disposable PPE should be removed and discarded after cleaning activities are completed
5. Hands should be washed with soap and water immediately after each piece of PPE is removed, following completion of cleaning

Guest safety

Reception

1. No mask, no entry
2. Temperature taken at the gate by security at night
3. Covid Symptoms and temperature recorded upon arrival
4. All blocks provide enough space for social distancing
5. Group bookings are kept in the same blocks, if possible
6. Sanitizer available at every entrance
7. Strict rules on visitors and all information recorded
8. Card machine sanitized between every use
9. Desk Perspex between guest and employee

Rooms

Preventative precautions

1. As the virus can survive on surfaces of different materials for at least two to three days, surfaces potentially contaminated with corona-virus should be sanitized
2. An appropriate EPA- approved disinfectant (sodium hypochlorite) with indication of effectiveness against corona-virus should be used. Disinfectants should be prepared and applied in accordance with the manufacturers recommendation. Ensure the appropriate contact time is given before removing any disinfectant materials. Please refer to list of 'products and active ingredients for disinfection of Covid-19 virus' that can be used
3. Sodium hypochlorite at a concentration of 950ppm or 01% should be used
4. Alcohol can be used to wipe down surfaces where the use of bleach is not suitable
5. Gloves should be used when handling used linen and cutlery

Occupied rooms are sanitized with ADI Sanitizing spray and rooms are recorded and signed off by management. This is done before anyone enters the room

Rooms are cleaned with specialized cleaning products provided by Diversy



Name & Surname: _____

Age: _____

Temperature: _____

Do you have any of the following symptoms

Cough	Yes	No
Fatigue	Yes	No
Shortness of Breath	Yes	No
Sore Throat	Yes	No

Have you
 Travelled outside of S.A. in the past 14 days: Yes No
 Come into contact with anyone who contracted Covid19: Yes No

Please specify any Underlying Conditions that you are aware of
 (e.g. Asthma, Diabetes, Heart conditions etc)

Thank you for understanding that we are obliged to have all necessary information ready for inspection. Please make use of our Sanitizing Booth when entering our premises and hand sanitizer available at every entrance.

Enhanced cleaning and disinfection guide
 This includes schools, cinemas, libraries, public offices, banks, sports halls, gym studios, churches, meeting facilities and public sites which have been closed for operation due to an outbreak.
*These materials are provided for general information purposes only and do not replace professional responsibility to assess the specific local and other requirements applicable to each facility.

Cleaning and disinfecting guide
 Instructions for cleaning with an extra disinfection step for key touch points

General surface cleaning:

- Toilet cleaner
- All purpose cleaner
- Glass cleaner
- Wood polish
- Washroom surface cleaner
- Floor cleaner
- Mould remover
- Cleaner cleaner
- Hand wash

Key touch points for disinfection
 For maximum disinfection to get in touch with your local sales representative

- Door handles
- Switches
- Dispensers (alcohol, soap, contact, hand)
- Push/Low handles
- Light switches
- Light wash, splash wash
- Light fittings
- Armchairs, armrests
- AC controller
- Remote control
- Telephone
- Room accessories (bedside table, hair dryer)
- Bathroom handles, soap dispenser, shower floor
- Bathroom sink
- Subs top
- Mix bar
- Safe
- Bikery rail
- Coffee machine

Tools & machines selection:

- Cloth
- Mop
- Interior mop
- Vacuum

Enhanced cleaning and disinfection guide

- Outsourced laundry have all their Covid 19 procedures in place and linen washed at correct temperature
- Carpets are vacuumed and sprayed daily and washed by a professional team on regular basis
- Disinfectant spray for aircons used on a regular basis
- A clear record of the following information is kept
 1. Client information with regard to which room he/she occupied
 2. Covid screening information for every guest
 3. Which housekeeper cleaned specified room
 4. Which manager sanitised specified room
 5. Employee temperatures

Adendum A: Prevention & Control Procedures of Mbombela Laundry

Contracting Covid-19

Guest

Upon arrival, guest shows symptoms

If guest shows symptoms, have travelled to high-risk areas, and have a fever of over 38 °C, he is considered a high-risk guest

High risk guest cannot be accommodated by Nelspruit Lodge at this stage

Please phone management immediately and ask/help guest to find alternative accommodation or hospital contact numbers

Reception needs to be thoroughly sanitized before any other guest or employee enters

Guest informs us, he was in contact with someone who has tested positive for Covid19

Guest will inform us when he/she have been in contact with a positive patient. This means the guest now have to self-isolate.

Guest will either check out and go home or he/she will choose to self isolate at Nelspruit Lodge

If guest checks out

- For safety purposes, the room will be made out of order for 2 days
- After 2 days, the room will be sanitized before entry
- All Linen will be removed and sent to Laundry in a red bag
- Disinfectant spray will be sprayed in the aircon
- Room will be cleaned with our Disinfectant cleaning products

If guest self-isolate at Nelspruit Lodge

- Guest is not allowed to exit the room
- Room will not be serviced
- A whatsapp number will be provided to the guest for any requests or orders
- No one will be allowed to enter the room
- Food, linen, or any other parcels will be placed at the door and guest will be phoned to collect
- Red bag for dirty linen and laundry will be provided

Guest have tested positive

Guest informs us, he has tested positive

Each scenario is different as to how many people are checked in, severity of illness ect. Authorities need to be contacted and procedures will be followed as instructed by them

Rules under self-isolation will apply

If guest quarantines at Nelspruit Lodge

- Guest is not allowed to exit the room
- Rooms will not be serviced
- A whatsapp number will be provided to the guest for any requests or orders
- No one will be allowed to enter the room
- Food, linen, or any other parcels will be placed at the door and guest will be phoned to collect
- Red bag for dirty linen and laundry will be provided
- All procedures will be followed from authority

COVID-19 Public Hotline
0800 029 999

Send HI to **0600 123 456** on WhatsApp.
or share this link: <https://wa.me/27600123456?text=Hi>

Call Center Numbers and Hotlines

COVID-19 Public Hotline 0800 029 999

Gender-based violence command center dial: *120*7867# (free for mobile)

Support to SMME's in Distress 0860 663 7867

South African Police Service 08600 10111

National Crisis Line 0861 322 322

Reporting undue price increases 0800 141 880

Department of Home Affairs 0800 601 190

Department of Water & Sanitation 0800 200 200

Department of Tourism 0860 868 747

Department of Trade & Industry 08 000 6543

Presidential Hotline 17737

Temporary Employer-Employee Relief Scheme

Call Centre number 012- 337 1997 and email Corona19ters@labour.gov.za

Support to businesses:

info@dsbd.gov.za / info@mybindu.org.za

0860 663 7867 or 0860 ONE STOP

<https://www.gov.za/Coronavirus/support-business>

Essential service application portal

www.bizportal.gov.za

Postbank Call Center 0800 53 54 55

Solidarity Fund

0860 001 001

info@solidarityfund.co.za

<https://www.solidarityfund.co.za/>

Child Line: 0800 055 555

Person with Disabilities: SMS 'help' to 31531

AIDS Helpline: 0800 012 322

Suicide Helpline 0800 567 567 or 0800 456 789

GB VF – Related service complaints 0800 333 177

Family Violence, Child Protection and Sexual Offences Unit 0800 150 150

Woman Abuse Helpline 0800 150 150

National Human Trafficking Helpline 0800 222 777

SASSA Call Center 0800 60 10 11

Employee

Feeling unwell at home

If symptoms appear before your shift starts, please phone management to discuss

All employees who call in sick, are obligated to test for COVID 19. Results will be available within 24 hours. Make sure you know where the testing stations are and follow their procedures to prevent anyone else to get infected

If employee test negative, they can come back to work with a doctor's note

Symptoms start at work

If you start feeling ill at work, please discuss this with management. They will assess you to the best of their capabilities

You will be sent home immediately and asked to get tested the same day

Please avoid any contact with other staff members

You will need to inform management about your results before returning to work

If you test positive

Stay home except to get medical care

- **Stay home.** Most people with COVID-19 have mild illness and can recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.

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- Take care of yourself. Get rest and stay hydrated. Take over-the-counter medicines, such as acetaminophen, to help you feel better.
 - Stay in touch with your doctor. Call before you get medical care. Be sure to get care if you have trouble breathing, or have any other emergency warning signs, or if you think it is an emergency.
 - Avoid public transportation, ride-sharing, or taxis.
 - Call ahead. Many medical visits for routine care are being postponed or done by phone or telemedicine.
 - You should wear a mask over your nose and mouth if you must be around other people or animals, including pets

When to seek emergency medical attention

Look for emergency warning signs* for COVID-19. If someone is showing any of these signs, seek emergency medical care immediately:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face