



## **CIALA RESORT COVID 19 RESPONSE PLAN**

Ciala Resort recognizes the seriousness and the health challenge posed by the covid 19 pandemic and as a result we have put in place measures that will not just ensure disinfection but high level of prevention as well.

Ciala Resort has created a working partnership with the various stake holders in the management of the pandemic within the county.

The below processes have been put in place to ensure prevention of infection and reinfection where any exists

- *Adjusting to ensure social distancing between associates and guests and to limit cross-contact of common items. This includes putting in place space capacity limits, furniture rearrangements, queuing floor decals and other procedures to promote social distancing among guests.*
- *Posting the CDC's guidelines on hand washing, covering coughs and sneezes as reminders to guests and associates, while increasing the number of hand sanitizer dispensers that are available and easily accessible throughout the hotel.*
- *Using hospital-grade disinfectants designed to kill viruses when thoroughly sanitizing each guestroom with electrostatic sprayers and to ensure touch points and commonly handled items throughout the hotels and guestrooms are more frequently disinfected throughout the day.*
- *Bed and bath linens are cleaned at the company-owned, computer-controlled and monitored on-site laundry facility in water temperatures hot enough to kill viruses. The laundering process also*

*uses steam which further disinfects linens; while virus-eliminating detergents are used. Carts transporting linens from the company's laundry facility to each room are sanitized with fast-acting disinfectants.*

- *Screening of staff to include temperature checks before each shift. All ill associates will be instructed to remain at home. Our staff also have been trained and are frequently reminded on how to assess for symptoms and how to notify management for assistance and guidance.*
- *All our staff have continuously been subjected to covid 19n tests to ensure both guest and other staff safety. We have been issued with certification to this effect.*
- *Key management will be continuously apprised on the latest developments. Ciala Resort staff, who play an integral part in the efforts, will be regularly briefed on the need for proper and consistent hygiene practices.*

In the event of suspicion of any case, the below guidelines have been put in place

- *The Resort has employed a stand by nurse to help in the event of any suspicious case*
- *On suspicion before the guests or staff enters the resort entry shall be denied and the individual placed into a designated isolation point within the hotel entrance.*
- *Guest are also advised not to leave rooms in the event that they suspect they have the symptom related to the covid 19*
- *Guest are advised to notify the reception of this situation, the receptionist will in turn inform the hotel nurse who will talk and advice the guest or staff on the necessary steps needed to contain the situation*
- *The resort has had an agreement with the county covid 19 response unit who are on call to assist with any case*

Ciala Resort's success has been achieved through an intense focus on prevention. Prevention is our focus as we elevate our hygiene standards at and within the resort in response to the new pandemic. We have always maintained an impeccable level of cleanliness on behalf of our valued guests. However, now we will ensure the highest levels of disinfection related to today's new standards are unquestionably maintained."