



FHTA Recommended Minimum COVID Safe Guidelines & Recommended Standards Operating Procedures

Revised March 2022

CONTENTS

CONTENTS.....	2
INTRODUCTION.....	3
SECTION 1: DETAILED GUIDELINES	4
1 GENERAL REQUIREMENTS	4
2 VACCINATION PROTOCOLS.....	4
3 TESTING PROTOCOLS.....	4
4 ESCALATION AND ISOLATION PROTOCOLS.....	6
5 STAFF TRAINING	7
6 COMMUNICATION AND AWARENESS	7
7 EMPLOYEE AND GUEST WELLNESS.....	8
8 CLEANING AND DISINFECTING.....	8
9 COVID SAFE PRACTICES.....	9
SECTION 2: RECOMMENDED COVID SAFETY STANDARD OPERATING PROCEDURES.....	11
A. INTRODUCTION.....	11
B. APPLYING VACCINATION PROTOCOLS.....	11
C. APPLYING TESTING PROTOCOLS.....	11
D. ESCALATION AND ISOLATION PROCEDURES	13
E. RECOMMENDED PROCEDURES FOR STAFF TRAINING	14
F. REPORTING SUSPECTED CASE (GUEST OR EMPLOYEES).....	14
G. 3RD PARTY SUPPLIERS CONTRACTOR PROCEDURES.....	15
H. BEFORE COMMENCING WORK PROCEDURES	16
I. RECOMMENDED PROCEDURES FOR FRONT OFFICE	16
J. RECOMMENDED PRACTICE FOR GUEST ROOM CLEANLINESS.....	17
K. RECOMMENDED PRACTICE FOR PUBLIC AREA CLEANLINESS.....	18
L. RECOMMENDED PRACTICE FOR LAUNDRY CLEANLINESS	19
M. RECOMMENDED PROCEDURES FOR KITCHEN & STEWARDING	20
N. RECOMMENDED PROCEDURES FOR FOOD & BEVERAGE.....	21
SECTION 3: CHECKLISTS AND FORMS.....	24
ATTACHMENT 1: FHTA COVID-19 COMPLIANCE CHECKLIST.....	24
ATTACHMENT 2: HOTEL TESTING PROCEDURES COMPLIANCE CHECKLIST	26
ATTACHMENT 3 – TESTING AREA PREPARATION CHECKLIST	30
ATTACHMENT 4—COVID SAFETY TRAINING REGISTER.....	31

INTRODUCTION

These Guidelines outline the **minimum** operating standards that businesses need to adopt and integrate into their standard operating procedures to ensure compliance with *Guidelines for the Fijian Tourism Industry – COVID Safe Operations*¹.

The *Care Fiji Commitment*² (CFC) from Tourism Fiji will ensure an aligned communication platform and compliance checklist with supporting documents are provided to guide the industry and demonstrate how Fiji will be prepared to open up safely.

The CFC Guidelines form the requirements for Fiji's **COVID Safe Reopening Framework**.

This document - the Recommended Minimum COVID Safe Guidelines – form the minimum requirements for Fiji's **COVID Safe Reopening Framework**.

These guidelines are provided in three sections:

Section One: provides the detailed minimum guidelines required (*see below*)

Section Two: provides examples of compliant practices that you may adopt and integrate into your own Standard Operating Procedure

Section Three: provides the self-audit checklists for compliance as well as template forms for use

Businesses are encouraged to understand the guidelines as outlined in **Section One** and use the Compliance checklist in **Section Three** to ensure that these can be implemented in their business. The examples provided in **Section Two** are there to assist businesses incorporating these guidelines into their own SOPs; they are *examples only* and can be adjusted to suit your unique business requirements.

¹ <https://www.mcttt.gov.fj/guidelines/covid-19-guidelines/covid-19-important-guidelines/>

² <https://fhta.com.fj/wp-content/uploads/2020/10/FijiCares-Industry-Communications-Final-Draft-PDF.pdf>

SECTION 1: DETAILED GUIDELINES

1 GENERAL REQUIREMENTS

Our employees and guests are our highest priority. The policy includes strategies concerning health monitoring of both employees and guests, considerations for adapted work arrangements, provision of personal protective equipment (PPE) and details of the revised guest experience. It also details how the business will handle a suspected COVID-19 case.

2 VACCINATION PROTOCOLS

- 2.1 All Staff must be fully vaccinated or have a medical certificate of exemption for COVID vaccinations. Records of staff vaccination must be maintained.
- 2.2 All local guests and visitors must have their full vaccination status verified. This must be done by sighting their vaccination cards before being allowed entry to the premises.
- 2.3 International guests must have their full vaccination status verified through the presentation of their vaccination certificate provided by the approved authority from their country of vaccination.
- 2.4 Guests that are not eligible for vaccination e.g., children under 18, must be travelling with a vaccinated guest.

3 TESTING PROTOCOLS

3.1 POST-ARRIVAL TEST REQUIREMENTS

- 3.1.1 International guests must be tested within the required timelines established under the reopening framework. The monitoring of guests for their RAT is the responsibility of the hotel. Hotels must advise and remind the guest of the requirement, provide a location for the swabbing to take place with some privacy and confirm how and who will provide the tests.
- 3.1.2 Only approved Rapid Antigen Test kits may be used for COVID testing. A list of approved RATs is [available here](#)³ and this should be checked if guests have brought their own supplies with them.
- 3.1.3 Staff must be aware of these requirements and the protocols around testing, recording and reporting results and that any breaches leading to community infections that are traced back to hotels not adhering to the explained protocols will result in penalties and the revoking of operational licenses under the Public Health Act.
- 3.1.4 Staff must remind guests of the post-arrival testing requirement during the Check-in process, include the 48-hour testing reminders in information during room drops or as part of the welcome packages. This will mean that Check-in staff always ask guests about their arrival time into Fiji.
- 3.1.5 If a guest has been unable to take the 48-hour test for any reason, they may still get a test up to 72 hours post their arrival into Fiji. Any guest that has not taken a test, left the hotel before such a test was taken (unless moving to another hotel) or refused to take a test; must be reported to the MHMS.
- 3.1.6 All arriving visitors into Fiji must take this test, including returning Fiji citizens, residents and Work Permit Holders.
- 3.1.7 Refusing to take the test to prove a negative result is deemed a breach of the COVID Safe Protocols and [Public Health Act](#)⁴ and is a finable offence - \$10,000 or imprisonment.

3.2 TESTING PROTOCOLS FOR GUESTS

- 3.2.1 An accessible room or cordoned off section in the hotel will be provided that will allow some privacy for guest testing as well as encourage a smooth and efficient processing of several guests at the same time. This area must be clean, well ventilated, have adequate equipment and appropriate signage must be in place to ensure that no food or drink is consumed within the testing area.

³ <https://www.health.gov.fj/wp-content/uploads/2022/03/RDT-lists-Point-of-Care.pdf>

⁴ <https://www.laws.gov.fj/Acts/DisplayAct/3067>

3.2.2 Staff must provide guests with testing times and indicated locations and ensure medical, lab or resort staff are ready.

3.2.3 For Hotels using an external testing provider to conduct tests

3.2.3.1 Hotels are able to contract testing to a laboratory or medical practice but must ensure that the testing provider is certified for testing by MoHMS.

3.2.4 Where a medical practitioner or private lab has been engaged to provide the testing service, personnel should not be allowed to enter guest rooms. If the guest prefers to take the test in the room specifically, we recommend this take place in the doorway of the guest room. Your usual guest room privacy protocols should still apply.

3.2.5 For Hotels that wish to use their own staff to conduct tests

3.2.5.1 Hotels that wish to have their own staff conduct the Rapid Antigen Testing for guests must obtain certification from MoHMS. The Checklist provided as [Attachment 2](#) details the compliance requirements for that certification and the following provide guidance for the additional SOP considerations that would meet compliant standards.

3.2.5.2 Guests should be asked to sign a consent form to confirm their understanding and agreement to the testing: [COVID Test Consent Form](#)⁵. Children 12 years and above need to be tested as well but only with parental approval.

3.2.5.3 Trained hotel staff may offer the guest the choice of self-testing if they have done the test before and ensure they provide oversight for the correct process and results verification. Self Test kits approved for use in Fiji are listed on the MoHMS website [here](#)⁶.

3.2.5.4 Printed explanations for testing in the testing areas (or videos) to help guests (and staff) understand what to expect will be provided.

3.2.5.5 CONSUMABLES AND TESTING SUPPLY MANAGEMENT

3.2.5.5.1 An inventory system will be maintained to ensure an adequate supply of test kits and PPE required for testing purposes.

3.2.5.5.2 Testing supplies will be appropriately stored and monitored to ensure that damaged or expired stock is not used for COVID testing but disposed of correctly.

3.2.5.6 SPECIMEN COLLECTION, HANDLING AND REFERRAL

3.2.5.6.1 Personnel conducting the testing must wear appropriate PPE.

3.2.5.6.2 The testing area must be cleaned and disinfected before each individual test and test kits inspected before use to ensure the integrity of the packaging is intact.

3.2.5.6.3 Specimen collection, handling and result interpretation must follow the test kit manufacturers instruction.

3.2.5.6.4 Guest identification and testing details must be recorded on the appropriate forms for reporting the results.

3.3 TEST KIT WASTE DISPOSAL

3.3.1 All used test kits and PPE must be collected and disposed of by:

- Incinerating (do not bury) or
- Have the contracted labs or medical staff take it with them when they leave or
- Test kits may be sealed in their individual plastic disposable bags and then, along with the PPE must be placed in another plastic bag which should be sealed and then disposed of in the general waste collection.

⁵ <https://fhta.com.fj/wp-content/uploads/2021/11/Consent-Form.docx>

⁶ <https://www.health.gov.fj/wp-content/uploads/2022/03/RDT-Self-Test-Aust-Singapore.pdf>

3.4 RECORDING AND REPORTING THE RESULTS

- 3.4.1 Results of all guest tests must be recorded and reported as per MoHMS requirements. (The current requirement is through the submission of the Excel Reporting Template to the Border Health Protection Unit (BHPU) and the Subdivisional Medical Officer (SDMO)).
- 3.4.2 Any data retained by the Hotel regarding testing must be maintained confidentially.
- 3.4.3 Contracted labs or medical personnel must provide a written confirmation of results to the guest and submit testing records as required to BHPU and the Subdivisional Medical Officer (SDMO)
- 3.4.4 Hotel staff must not accept any test results from guests that they have not verified by hotel staff themselves or been verified by contracted labs or medical staff.

CURRENT PROCEDURE FOR RECORDING AND REPORTING RESULTS

- Using the Excel Reporting Template, enter the Hotel Name and for each test conducted for your guests, the following details need to be entered:
 - Name & Passport Number,
 - Date of Birth
 - Result & Date of test
- Do not lock the Excel sheet, nor convert to Word or PDF
- Send the completed Sheet by email to bhpu.nadi@gmail.com and rdtsurveillance@gmail.com
- You may contact BHPU on 6724474/ after hour supervisor 8905997
- If you require clarification or have challenges in submitting the results, please contact the Fiji Hotel & Tourism Association on info@fhfa.com.fj Phone: 9926980

3.5 CONFIRMATION OF RAT NEGATIVE RESULTS

- 3.5.1 If the guest is travelling to another part of Fiji or to another hotel, or to join an activity, they may require proof of a negative RAT to take with them. This can be provided by the contracted lab or medical profession or the MHMS lab being used or the Hotel may provide them with the test results if they are conducting the test themselves. Refer to [COVID Test Results Template](#)

3.6 HOTEL STAFF TESTING

- 3.6.1 Every hotel staff member MUST be tested, **once a month**. This is also reported on the Reporting Template provided, under the section heading – Staff Testing.
- 3.6.2 It is recommended that the Hotel select staff from different departments so that there is a wide range of staff from different sections that do not always work together or come into contact with each other.
- 3.6.3 The tests are for RAT only.
- 3.6.4 Staff that return a positive test result must be advised to isolate at home as per MoHMS guidelines and the positive test must be reported to the MoHMS immediately.
- 3.6.4.1 Staff in shared staff accommodation must be removed and placed into their own room for the isolation period.

4 ESCALATION AND ISOLATION PROTOCOLS

4.1 POSITIVE TEST RESULTS

- 4.1.1 The Hotel will set aside sufficient room inventory to be used as isolation rooms for confirmed COVID cases.
- 4.1.2 In the event a guest returns a positive RAT result, the guest must be isolated and the positive result must be reported to the MoHMS. The Isolation Procedures are detailed in Section [D: ESCALATION AND ISOLATION PROCEDURES](#)
- 4.1.3 A referral process must be established to comply with the requirements for variant surveillance. This must be coordinated with a private lab or through the Sub-Divisional Medical Officers (SDMOs)
- 4.1.4 **Room Recovery Protocol.** In the event of a positive case, once vacated, the guest's room should be removed from service and should only be returned to service after undergoing an enhanced sanitization protocol.

4.2 IMPORTANT CONTACT NUMBERS

The business must maintain an up-to-date contact information for the Ministry of Health for reporting of a suspected COVID-19 case that is easily accessed by staff members. Businesses are also encouraged to maintain contact information of nominated senior management (or Wellness Ambassador) that should be notified regarding a suspected COVID-19 case or other incident regarding breaches of the business COVID-19 Safe protocols.

- 4.2.1 A list of Contact Numbers and/or persons should be maintained and reviewed regularly to ensure accuracy.
- 4.2.2 These numbers should include contacts for the Ministry of Health and Medical Services for the reporting of a suspected COVID-19 case as well as contacts for senior personnel that need to also be notified. These numbers should be readily available to staff, guests and visitors.

5 STAFF TRAINING

Appropriate training must be carried out for staff with regard to understanding the risks involved, implementing the new processes, handling queries or providing awareness and recognising and handling a suspected COVID-19 case. Training needs would differ dependent on the business structure and would need to include department specific requirements e.g., Food and Beverage, Housekeeping.

- 5.1 Wellness Ambassadors must be appointed and they must complete the required training provided by Tourism Fiji for the Care Fiji Commitment. The Wellness Ambassadors should be identified clearly to guests and staff.
- 5.2 All staff must be trained on COVID-19 safety and sanitation protocols and this should also be included in onboarding orientation for new employees. This will be documented and reviewed regularly.
- 5.3 More comprehensive training should be conducted for staff with frequent guest contact including Housekeeping, Food and Beverage, Front Line Staff and Security.
- 5.4 Staff responsible for conducting COVID tests must be trained by a medical professional and certified by the MOHMS.
- 5.5 Appropriate staff must be trained in testing protocols and escalation and isolation procedures.
- 5.6 Staff should be trained on how to recognise and respond to symptoms of COVID-19 as they become apparent in themselves or in other staff or guests, know the protocols for reporting sick staff and guests and how to implement COVID risk management.

6 COMMUNICATION AND AWARENESS

Internal communication channels should be established to ensure that staff are well informed of up-to-date advice regarding COVID-19 and the adapted business practices as well as to equip front line staff with the relevant information to respond to queries from guests and visitors of the same. The internal mechanisms for reporting a suspected COVID-19 case should be established and made clear for staff and visitors alike. Clear signage and informative posters should be displayed throughout the property on the protocols in place and to encourage personal hygiene practices.

- 6.1 A documented internal communication channel and plan should be established clearly outlining for staff how information will be disseminated and how incidents regarding COVID-19 should be reported.
- 6.2 Front line staff should be trained to confidently deliver information regarding the business protocols in place and offer advice regarding specific queries.
- 6.3 Guests and visitors should be informed of protocols in place upon arrival and made aware of the reporting mechanisms available.
- 6.4 Staff and guests should be provided regular reminders on COVID restrictions and advice on how to reduce the risk of COVID.
- 6.5 The procedures for Contractors/Suppliers/Vendors/Visitors/Concessionary stores accessing entry into the Hotel/Resort should be developed and shared with relevant stakeholders.
- 6.6 Signage regarding physical distancing, personal hygiene, symptom recognition and response, and reporting mechanisms must be displayed prominently in appropriate locations around the property.

6.7 DOCUMENTS TO BE DISPLAYED

- 6.7.1 The following documents should be displayed around the property at appropriate locations.
- Emergency contacts page and reporting procedures
 - Symptom Recognition Information
 - Personal and Respiratory Hygiene information
 - Social Distancing Requirements
 - COVID-19 Safe Commitment Statement
- 6.7.2 The advice in these documents must be reviewed regularly and updated when necessary to ensure relevance and accuracy and reflect current advice.

7 EMPLOYEE AND GUEST WELLNESS

7.1 HEALTH MONITORING FOR EMPLOYEES

- 7.1.1 A mandatory Health Monitoring system for Employees including temperature checks must be established.
- 7.1.2 All employees to be fully vaccinated with proof of vaccination via vax cards or vaccine passports, available for verification upon request.
- 7.1.3 Provide well-supplied isolation facilities and medical care such as testing, routine staff-swabbing, and escalation protocols in the event that positive cases are detected.

7.2 EMPLOYEE WORK ARRANGEMENTS

Reviewed leave policies, flexible work arrangements and staggered shift times should be considered to manage staff gathering numbers and maximise physical distancing arrangements.

7.3 GUEST EXPERIENCE

- 7.3.1 The guest experience must be reviewed from check in to check out to ensure physical distancing, minimize contact points and maintain personal hygiene e.g., discontinue garlanding on welcome, introduce self-check-in options (where practical), review amenities provided in guest rooms and reduce touch points.
- 7.3.2 Revised welcome procedures may include:
- Desk reconfigured to ensure social distancing
 - No physical contact with guests
 - Contactless payments encouraged
 - Lobby reconfigured, with sanitisers
 - Frequent cleaning of all high touch guest areas e.g., lift buttons, lobby furniture arm chairs etc.
 - Front office team issued with sanitiser spray bottles to frequently disinfect high touch areas.

8 CLEANING AND DISINFECTING

8.1 PUBLIC SPACES AND GUEST ROOMS

The frequency of cleaning and sanitizing should be increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, stair handrails, gym equipment, dining surfaces and seating areas.

- 8.1.1 Staff must ensure that all such high touch areas should be disinfected throughout the day and staff will be provided with adequate and appropriate cleaning and disinfection equipment to do so.
- 8.1.2 Public area cleaning is to be conducted regularly
- 8.1.3 All staff assigned to cleaning must wear the appropriate PPE.
- 8.1.4 For public areas and guest rooms a cleaning schedule must be established, and confirmation of the cleaning activity must be recorded.

- 8.1.5 Appropriate cleaning and sanitizing protocols should be used to clean guest rooms, with particular attention paid to high-touch areas.
- 8.1.6 Consider permanently removing decorative pillows or any other item which cannot be laundered between each guest use. Consider removing non-essential items such as magazine, extra linen, guest room collateral, writing pad, sewing kits etc. Such items can be available on request only basis.
- 8.1.7 Room cleaning should now be done upon request and this needs to be identified through the reception. This information has to be part of check in process and must be communicated to guest.
- 8.1.8 Where practical, bed linen and laundry should be washed at recommended high temperatures and in accordance with local health guidelines. Dirty linen should be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Soiled linen should be kept separate from clean linen.

8.2 BACK OF HOUSE

- 8.2.1 The frequency of cleaning and sanitizing should also increase in high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms, employee restrooms, loading docks, offices, kitchens, Employee Relations service desks and training classrooms.

8.3 OTHER SHARED EQUIPMENT

- 8.3.1 Dishwashing and laundry equipment should be checked regularly, to ensure appropriate operating temperatures, as well as correct dosage of cleaning and disinfecting chemicals.
- 8.3.2 Follow standard operating procedures for Laundry
- 8.3.3 Shared tools and equipment should be sanitised between each shift (at a minimum) or anytime the equipment is transferred to a new employee.

8.4 AIR FILTERS & AIR CONDITIONING

- 8.4.1 The frequency of air filter replacement and HVAC system cleaning should be increased and fresh air exchange should be maximized where possible.

9 COVID SAFE PRACTICES

9.1 PHYSICAL DISTANCING AND PERSONAL PROTECTIVE EQUIPMENT

Maintaining a physical distance of 2m between persons who may be in public spaces that are enclosed. Gatherings both formal and informal must also adhere to the gathering restriction limit. For those business operations that do not allow for physical distancing e.g., spa treatments, consider providing PPE and/or training staff on the use of appropriate face covering.

- 9.1.1 Detailed advice must be provided to guests and staff on physical distancing requirements and the use of masks when physical distancing is not possible.
- 9.1.2 Appropriate measures must be established for maintaining physical distancing in areas where guests or employees may be required to queue. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.
- 9.1.3 Seating capacity and seating arrangements in all areas must be reviewed and adjusted, if possible, to maintain physical distancing requirements. Where physical distancing is not possible, physical barriers may be used to separate areas.
- 9.1.4 For business activities where physical distancing is not possible, staff must be provided with the necessary PPE such as face masks or shields. Guests must also be advised to wear masks for the duration of the activity where practical.
- 9.1.5 Physical distancing protocols should be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window (via a teller style window) and other high-density areas in order to ensure appropriate distancing between employees.

- 9.1.6 Seating and gathering limit arrangements must be considered for other areas of your business such as around pools, salons and spas and within activity centres.
- 9.1.7 Consider relocating activities/events to well ventilated or outdoor venues that may negate the need to wear a mask.

9.2 PERSONAL HYGIENE AND HANDWASHING

Regular and thorough handwashing and the use of hand sanitiser has proven to be one of the most effective steps in preventing the spread of COVID-19. Hand Sanitisers or hand washing stations should be provided at entry and exit points across the property, processes to monitor and ensure adequate supply of sanitiser, soap and paper towels should also be implemented, personal hygiene advice should be readily available for guests and visitors and training should be made available for staff.

- 9.2.1 Hand sanitisers and/or hand washing stations must be provided at convenient locations
- 9.2.2 A monitoring and replenishment schedule for hand sanitisers, soap and paper towels must be established, and regular checks will be conducted to ensure proper functioning of soap and disinfectant dispensers, hand dryers, paper towel dispensers and other similar devices.
- 9.2.3 Detailed advice must be provided to staff and guests on the importance of hand washing/sanitising and other personal hygiene habits
- 9.2.4 Staff that interact with other staff, guests and/or visitors must be encouraged to practice regular hand washing/sanitising
- 9.2.5 Staff must be encouraged to practice hand washing/sanitising after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

9.3 CONCESSIONAIRES, ACTIVITY, TOUR, TRANSPORT AND EVENT PROVIDERS

- 9.3.1 All concessionaires, activity, tour, transport and event providers that operate on hotel premises must have COVID Safe protocols in place compliant with these guidelines.

SECTION 2: RECOMMENDED COVID SAFETY STANDARD OPERATING PROCEDURES

A. INTRODUCTION

The following documentation provide guidance on standard operating procedures to comply with the COVID Safety Policy.

B. APPLYING VACCINATION PROTOCOLS

- B.1. The HR Manager, or their delegate, is responsible for verifying the full vaccination of all staff and keeping a record of this.
- For continuing staff, they must provide proof of vaccination or medical exemption before resuming their duties.
 - For new hires, they must provide proof of vaccination or medical exemption as a condition of the employment offer.
- B.2. The vaccination records will be kept in electronic form using the table provided in <Appendix X>
- B.3. Upon check in, front office staff must ask guests over 18 years old to provide proof of vaccination which must be recorded as part of the check in process
- B.4. Upon entry, security guards must ask visitors to provide proof of vaccination which must be recorded as part of the sign in process

C. APPLYING TESTING PROTOCOLS

C.1. POST-ARRIVAL TEST REQUIREMENTS

- C.1.i. Wellness Ambassador, the testing team and front office staff must undergo the relevant training on the Testing Protocols. The Wellness Ambassador must facilitate awareness sessions regularly to provide any updates to the protocols and to ensure that the relevant staff are aware of the requirements for compliance with the testing protocols.
- C.1.ii. Upon check-in, front office staff must inform international visitors of the requirement for post-arrival COVID testing after 48 hours and provided with the Test information Sheet with the testing window clearly indicated. Refer Check-in Procedures

C.2. TESTING PROTOCOLS FOR GUESTS

- C.2.i. At the start of the morning shift, front office staff must review the list of guests required to undergo testing that day and confirm testing times with the guests. Guests must be provided with instructions on the time and location for the test and reminded that no food or drink is allowed to be consumed within the testing area.
- C.2.ii. Front office staff must then provide the list of the guests for testing to the testing team at least one hour before the first testing appointment to allow the testing team to prepare the required testing equipment and documentation ahead of time.
- C.2.iii. Before any testing each day, the testing team must prepare the testing area and ensure that all the actions on the Testing Area Preparation Checklist ([Attachment 3](#)) have been carried out.
- C.2.iv. Before each test, the testing staff must explain the testing process to the guest and confirm the guest consent by completing the COVID Test Consent Form with the accurate details and allowing the guest to sign the form to indicate their consent.
- C.2.v. For guests under the age of 18 years old, consent must be provided with their parent or guardian that is travelling with them.

- C.2.vi. If a guest wishes to self-test, the testing staff may allow it, but must supervise the sample collection and testing process to verify that the test was carried out correctly. In this instance testing staff must verify the test result personally.
- C.2.vii. If a guest fails to present for a test or has refused to be tested as required and 72 hours have lapsed since the guest arrival, the failure to test must be reported to the Border Health Protection Unit.

C.3. CONSUMABLES AND TESTING SUPPLY MANAGEMENT

- C.3.i. Purchasing Staff must liaise with the Reservations staff and the Human Resources Manager to ensure that an adequate supply of test kits and PPE is maintained as required for guest and staff testing based on projected bookings and staff numbers.
- C.3.ii. Purchasing staff must inspect test kits and PPE on delivery to ensure that the stock is not damaged or nearing expiry.
- C.3.iii. Purchasing staff must ensure that the testing supplies are stored appropriately as per the manufacturer's instructions.

C.4. SPECIMEN COLLECTION, HANDLING AND REFERRAL

- C.4.i. Testing staff must wear the appropriate PPE. At a minimum they should wear a mask or face shield and closed toed shoes.
- C.4.ii. Testing staff should perform specimen collection on one person at a time in the testing area.
- C.4.iii. Before each specimen collection, testing staff should wash hands thoroughly or use hand sanitiser to cleanse their hands.
- C.4.iv. After each specimen collection the testing area surfaces should be cleaned and disinfected before performing another specimen collection,
- C.4.v. Testing staff must strictly follow the manufacturer's instructions for specimen collection, handling and result interpretation paying particular attention to the development time for the test.
- C.4.vi. For each test, the testing staff must prepare the test results form for the guest and update the reporting spreadsheet for submission to BHPU.

C.5. TEST KIT WASTE DISPOSAL

- C.5.i. After verifying and recording the test results, testing staff must store the individual test kits in the plastic disposal bag provided in the kit and seal these before they are placed in the appropriate waste bin provided.
- C.5.ii. At the end of a testing session or when the waste bin becomes full, the test kits must be placed in another plastic bag and disposed of in the normal waste collection.
- C.5.iii. Testing staff must wash hands thoroughly after disposal

C.6. RECORDING AND REPORTING THE RESULTS

- C.6.i. Results of all guest tests must be recorded and reported as per MoHMS requirements. (The current requirement is through the submission of the Excel Reporting Template to the Border Health Protection Unit (BHPU) and the Subdivisional Medical Officer (SDMO)).
- C.6.ii. Any data retained by the Hotel regarding testing must be maintained confidentially.
- C.6.iii. Contracted labs or medical personnel must provide a written confirmation of results to the guest and submit testing records as required to BHPU and the Subdivisional Medical Officer (SDMO)
- C.6.iv. Hotel staff must not accept any test results from guests that they have not verified by hotel staff themselves or been verified by contracted labs or medical staff.

CURRENT PROCEDURE FOR RECORDING AND REPORTING RESULTS

- Using the Excel Reporting Template, enter the Hotel Name and for each test conducted for your guests, the following details need to be entered:
 - Name & Passport Number,
 - Date of Birth
 - Result & Date of test
- Do not lock the Excel sheet, nor convert to Word or PDF
- Send the completed Sheet by email to bhpu.nadi@gmail.com and rdtsurveillance@gmail.com
- You may contact BHPU on 6724474/ after hour supervisor 8905997
- If you require clarification or have challenges in submitting the results, please contact the Fiji Hotel & Tourism Association on info@fhfa.com.fj Phone: 9926980

C.7. HOTEL STAFF TESTING

- C.7.i. The Human Resource Manager must ensure that every hotel staff member is tested once a month and keep a record of the test date and result.
- C.7.ii. The Human Resources Manager must inform staff of the requirements for monthly testing and staff identified for testing should be notified at least 24 hours before the scheduled test.
- C.7.iii. The HRM, or their delegate, must coordinate with the testing team to schedule staff testing in same way that guest testing is scheduled.
- C.7.iv. Testing staff will follow the same protocols for testing consent, conducting the test and reporting of results.
- C.7.v. If a staff member returns a positive COVID test, testing staff must report this immediately to the HR Manager and MoHMS.
- C.7.vi. The staff member must then be released from work and advised to isolate at home for 7 consecutive days. The staff member does not need a negative COVID test to return to work.
- C.7.vii. If the staff member resides in shared staff accommodation, the HR Manager must arrange placement in a single room for the isolation period. Once the staff member completes the isolation period the room must be thoroughly cleaned and disinfected before use again.

D. ESCALATION AND ISOLATION PROCEDURES

DO NOT PANIC

The guest has been vaccinated, has been cleared to travel with an RT-PCR negative result into Fiji, and is most probably asymptomatic (showing no symptoms) and therefore highly unlikely to be infectious. And everyone they are and have been in contact with, have all been vaccinated.

The positive Rapid Antigen Test result may simply mean:

- that guest has had COVID before and the test has simply picked up some historical evidence of this
- or the guest has contracted COVID since their last test

D.1. Isolation of a Positive Guest.

- D.1.i. Please do not panic the guest or nearby guests. Do all possible to maintain confidentiality.
- D.1.ii. Guest should be advised sensitively, and asked to enter isolation area within the testing area.
- D.1.iii. Guest(s) should be asked to contact their insurance company and confirm insurance cover.
- D.1.iv. Check to see if guest(s) requires a PCR test for insurance purposes and organise accordingly.
- D.1.v. Make arrangements for guest(s) to isolate for 7 days. A schedule of no-contact wellness checks is recommended to ensure that any deterioration of the guest's health is noted as soon as possible.
- D.1.vi. If the guest is an adult and part of a family – make arrangements to separate the family. The family can remain in the room while the positive guest is moved to another room.
- D.1.vii. The family or couple can choose to remain together as well, if they wish.
- D.1.viii. If the positive person is a child, at least one parent should stay with the child

CONFIRMATION OF ISOLATION – FIT TO FLY CERTIFICATE

International requirements for the uplifting of their citizens who have tested positive will be based on MHMS evidence confirming this isolation took place and a “Fit to Fly” certificate is issued to the guest. They may not be allowed to re-enter their country otherwise.

- D.1.ix. The confirmation of a positive Rapid Antigen Test in this case will mean that the MHMS have been automatically notified by the testing lab as part of their own protocols. You should confirm this with the Border Health Protection Unit (BHPU) as soon as possible.
- D.1.x. No further testing is required during the isolation period
- D.1.xi. Hotels support the guest(s) to rebook flights, be as comfortable as possible during their isolation period and provide any assistance as needed.
- D.1.xii. Room Service/Guest Services will provide delivery of all meals/amenities wearing appropriate PPE
- D.1.xiii. All deliveries will be done at the guest door. Hotel staff are not to enter the guest room.
- D.1.xiv. The stewards will be advised on collection of the plates/silverware/glassware to have these separated and decontamination procedures followed.
- D.1.xv. Ensure hotel employees do not access the room and guest are strongly recommended to stay in the room only.
- D.1.xvi. **We strongly recommend hotels allow guests remaining on the property to be charged a rack rate and guests placed in isolation are made as comfortable as possible for the duration of their extended stay**

E. RECOMMENDED PROCEDURES FOR STAFF TRAINING

- E.1. Wellness Ambassadors must be appointed and they must complete the required training provided by Tourism Fiji for the Care Fiji Commitment. The Wellness Ambassadors should be identified clearly to guests and staff.
- E.2. The HR Manager, or their delegate, must assess the training needs for staff and organise training accordingly.
- E.3. All staff must be trained on appropriate COVID-19 safety and sanitation protocols and this should also be included in onboarding orientation for new employees.
- E.4. For relevant staff these should include but not be limited to:
 - General COVID Safe Practices
 - Department specific COVID Safe Practices e.g., Housekeeping, Food and Beverage, etc.
 - Testing, Escalation and Isolation Protocols
 - How to recognise and respond to symptoms of COVID-19 as they become apparent in themselves or in other staff or guests
- E.4.ii. A record of all staff training conducted should be maintained. Refer [COVID Training Register](#)

F. REPORTING SUSPECTED CASE (GUEST OR EMPLOYEES)

F.1. PROCEDURE FOR WHEN A GUEST REPORTS SYMPTOMATIC:

- F.1.i. If a guest reports feeling symptomatic for COVID-19, hotel staff are to advise the guest to return and stay confined to their room.
- F.1.ii. Staff member to report potential COVID case to Wellness Ambassador (WA) on shift
- F.1.iii. WA to notify the Senior Leadership Team and GM immediately
- F.1.iv. The room will no longer be accessible to staff outside pending further medical advice.
- F.1.v. Senior leadership will communicate the following protocols and stress that guest adherence is required:
 - Guest will be confined to their room per testing protocols.
 - Guest will be assigned a “designated point of contact”.
 - Designated staff will carry out a COVID-19 rapid diagnostic test.
 - If test results are positive for COVID-19 and symptoms progress, follow the escalation protocols outlined in [Isolation of a Positive Guest](#)
 - Ensure testing and result data is captured as per the recording and reporting protocols defined in the [Testing Protocols](#)

F.2. PROCEDURE FOR WHEN AN EMPLOYEE REPORTS SYMPTOMATIC:

- F.2.i. Employees will be asked to immediately stop work

- F.2.ii. Employees will be taken to the designated hotel isolation facility
- F.2.iii. WA will be informed of potential COVID case and will then notify a Senior Leadership Team and the GM immediately
- F.2.iv. Designated staff will carry out a COVID-19 rapid diagnostic test will be taken.
- F.2.v. If the employee returns a positive COVID test, testing staff must report this immediately to the HR Manager and MoHMS.
- F.2.vi. The employee must then be released from work and advised to isolate at home for 7 consecutive days.
- F.2.vii. If the employee resides in shared staff accommodation, the HR Manager must arrange placement in a single room for the isolation period. Once the employee completes the isolation period the room must be thoroughly cleaned and disinfected before use again.
- F.2.viii. The employee will be allowed to return to work if they have completed the isolation period of 7 days and no longer have symptoms.

G.3RD PARTY | SUPPLIERS | CONTRACTOR PROCEDURES

G.1. ENTRY INTO THE RESORT

- G.1.i. All contractors/ suppliers/ concessionaires & other visitors are to only enter the Resort from the Security Back Gate (where provided) or advised how and when to enter the Resort
- G.1.ii. Officer on duty will check for the reason of visit
- G.1.iii. All contractors/ suppliers/ concessionaires & other visitors will have their temperatures taken by the hotel security on arrival and recorded
- G.1.iv. All contractors/ suppliers/ vendors & other visitors must be fully vaccinated and provide proof of vaccination for verification
- G.1.v. All contractors/ suppliers/ concessionaires & other visitors must scan the Check-in QR Code
- G.1.vi. Sign in is required by all parties
- G.1.vii. Stakeholders must all wear a facemask or be requested to do so to enter
- G.1.viii. Security to inform the relevant department of the incoming contractors/ suppliers/ vendors & other visitors

G.2. TEMPERATURE CHECKS

- G.2.i. Mandatory for all parties entering the resort
- G.2.ii. Temperature checking to be carried out at Security Checkpoint by Security Officers
- G.2.iii. All reading must be accurately recorded in the Temperature Log
- G.2.iv. Acceptable temperature range is below 37.5°C
- G.2.v. If above 37.5°C, Stakeholders to rest for 5 – 10 minutes before re-take
- G.2.vi. If still above 37.5°C, stakeholders will not be allowed to enter the premises
- G.2.vii. Security personnel conducting checks must wear a facemask
- G.2.viii. The thermometer needs to be calibrated annually by an external company with a calibration certificate provided and kept on file (where applicable)
- G.2.ix. All Security Officers are to be trained in the correct use of the temperature measuring devices. This is to be recorded.

G.3. CONTROL OF CONTRACTORS

- G.3.i. All contractors entering food and beverage preparation and storage areas of the Resort must be made aware of their obligations whilst on site
- G.3.ii. All care must be taken that no food products can come in contact with machinery parts or other non-food related items
- G.3.iii. All tools/ machines used should be sanitised prior to use and after use & best environmental practices are applied

G.4. DELIVERIES (FOOD AND OTHER GOODS)

- G.4.i. All delivery drivers are to wear face masks when delivering goods to the hotel. This should be communicated with all suppliers before deliveries re-commence. Deliveries are not to be accepted if the driver is not wearing a suitable face mask.
- G.4.ii. Designated hand sanitiser dispensers are to be made available at the delivery dock of the hotel (where applicable)
- G.4.iii. All hotel employees are to wear face masks when receiving deliveries.

- G.4.iv. A detailed cleaning schedule is to be developed and implemented at the delivery area of the hotel. Employee are to record when cleaning has been undertaken and the correct frequency
- G.4.v. The delivery driver is not to take the goods directly in to the storage areas of the hotel.

H. BEFORE COMMENCING WORK PROCEDURES

- H.1. The HR Manager, or their delegate, should ensure that all employees are aware of the following COVID Safe practices. Awareness refreshers should be conducted as needed to ensure that all employees are mindful of the COVID Safe practices.
- H.2. All employees will be taken through the new procedural training which may include:
- Understanding COVID-19
 - Cleaning & Hygiene
 - Cross Contamination and elimination
 - Post COVID-19 Standard Operating Procedures- Departmental
 - Understanding proper usage of PPE's
 - Hand Hygiene
 - Reporting illness
 - Reporting Suspected cases
- H.3. All employees are **not** to report to work if they are not feeling well and must contact their immediate supervisors to advise them of symptoms
- H.4. Prior to the start of any shift, employees must complete mandatory health screening, a record of which should be kept in an attendance record. This includes;
- Temperature checks
 - COVID Symptom check
- H.5. Prior to the start of any shift, break, changeover - All employees are to do a proper hand wash and put on the appropriate PPE, where required. Public Area Employee, Room Attendants if cleaning a suspected room will be required to wear a face mask and gloves.
- H.6. Ensure to practice Physical Distancing, Hand Cleaning and Respiratory Hygiene.
- H.7. Avoid hugging, kissing, garlanding and shaking hands with guests, and among employees.
- H.8. Maintain a distance of at least 2 metres and avoid contact with anyone who is coughing or sneezing.
- H.9. Encourage other non-contact methods of greeting. The customary 'Bula' greeting may apply with a hand wave as applicable and 2 metres physical distancing to be maintained at all times.
- H.10. Regularly wash hands for 20 seconds with an alcohol-based hand rub or with soap and water. Hand disinfection is indicated after exchanging objects (money, credit cards)
- H.11. Avoid touching eyes, nose, and mouth to eliminate cross contamination.
- H.12. Respiratory etiquette means covering the mouth and nose with bent elbow or tissue when coughing or sneezing.

I. RECOMMENDED PROCEDURES FOR FRONT OFFICE

I.1. CHECK IN PROCEDURES

- I.1.i. Porter welcomes the guest, and uses the Temporal Thermometer to take temperature reading and thank the guest. In case the temperature reading is any higher than 37.5 degrees, after 5 Minutes, take another reading and if it is still higher, kindly ask the guest to take a seat in designated area. Let guest know that we are referring them for medical assistance to ensure their health.
- I.1.ii. Porter – advises the guest to sanitise hands using Wall Mounted Sanitiser Dispenser and directs them towards the Lobby/Front Desk.
- I.1.iii. Lobby Employee Welcome's guest(s), and guides them to the Front Desk. Lobby Employee will assess the number of guests already at the Reception, ensuring to limit numbers to 2 per guest and asking the rest of the family to take a seat at the Lobby Lounge.
- I.1.iv. Receptionist explains to the guest that the room has been cleaned & disinfected with extra care and that all non-essentials amenities have been removed to minimise risk, but they are available at reception. Alternatively, provide this information via signage, in marketing & check-in information.

- I.1.v. Reception informs the guest on their hotel's policy on cleaning of rooms; frequency, times, etc.
- I.1.vi. Reception advises the guest on their hotel's COVID Safe measures including capacity limits in restaurants/gyms/spas, physical distancing, use of masks/face shields and personal hygiene.
- I.1.vii. For arrivals directly from the airport, Reception informs the guest that;
 - a mandatory MoHMS approved Rapid Diagnostics test will need to be carried out, on day 2 for tourists or day 3 for returning residents and guests visiting friends and family of their stay, for them to be able to leave the premises and visit other safe travel areas.
 - Provide a map of restricted or "no-go" zones, ensuring that it is the most up-to-date version
 - If staying with the hotel for the duration of their holiday, a reminder that a PCR test will be done prior to departure per requirement from their home country
- I.1.viii. Receptionist calls the Porter, provides details about the checked in guest and requests for luggage drop off to the Rooms.
- I.1.ix. Once the guest leaves the Reception, the Receptionist disinfects the tray, the pen, the EFTPOS Terminal, and the counter thoroughly.

I.2. PROCEDURES FOR LUGGAGE MANAGEMENT

- I.2.i. Employees handling guest luggage are to wear face masks at all times
- I.2.ii. Guests requesting bell service will be assisted and the bell cart will be sanitised after each guest is assisted
- I.2.iii. Luggage delivery for check-in and pick-up for checkout, is possible only in front of the guest's room.
- I.2.iv. Keep a safe distance when delivering luggage. Knock on the door and step back in order to maintain a safe distance.
- I.2.v. For groups: set aside the group suitcases, if possible, to avoid cross contamination
- I.2.vi. Key high touch points must be disinfected regularly
- I.2.vii. *Assignment of equipment:* wherever possible, equipment must be assigned to only one person per department to minimize the risk of contamination through contact

I.3. CHECK OUT PROCEDURES

- I.3.i. Lobby Employee will coordinate guest queues at the Reception counter. One person per bubble or family will checkout while the rest of the family or group will be directed to the Lobby Lounge.
- I.3.ii. The guest checking out will be asked for room details, receptionist will place bills on a sanitised tray, checks with guest if there have been any other charges, and once the guest signs, places it back on the tray to return to the Receptionist
- I.3.iii. Once formal checkout procedures are completed, Guests will be directed to the waiting area for their transport

J. RECOMMENDED PRACTICE FOR GUEST ROOM CLEANLINESS

- J.1. Provide towels, fresh linens, or other amenities only upon request.
- J.2. Prior to the stay, remove non-essential items from guest rooms, such as flowers, notepad, pens, hotel services advertisements, coffee table books, menus, or other items typically displayed in the room.
- J.3. Remove guest room decorative throw pillows and bed scarfs
- J.4. If housekeeping services are requested during the guest stay:
 - Insist guests leave the room during the service so as to limit contact with employees and honour social distancing recommendations.
 - Wear disposable gloves and protective masks. Discard disposable gloves after each room cleaning. Gloves should be dedicated for cleaning and disinfecting surfaces and should not be used for other purposes. Clean hands (e.g., use hand sanitizer or wash hands with soap and water for at least 20 seconds) immediately after gloves are removed.
 - Open windows and doors and turn on air movers.
 - Remove all bedding (pillows, pillow covers, pillow protectors and mattress protectors, sheets, blankets) and towels in order to have them all laundered, as described below in [Recommended Practice for Laundry Cleanliness](#)
 - Replace unused paper products. Consider limiting the number of extra paper products available in each room.

- Cleaning and disinfecting should be done on all high touch points and pay particular attention to door handles, locks and latches, light switches, desk and counter surfaces, kettles, telephones, television remote controls (ensuring clean remotes are being used), clock radios, drapery pulls, lamps, trash receptacle touch points, toilet flush handles, water faucet handles, toilets and toilet seats, and flooring.
- For disinfecting, many products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection.
- After cleaning and disinfecting the room and handling used bedding and towels, housekeepers should put on fresh gloves to finish refreshing the room and handling clean linens.
- Rags, cleaning cloths, and mop heads should be changed after each room. Do not reuse in another room unless they have been disinfected after use in each room.
- Wash hands at every opportunity and after each service.
- Daily cleaning equipment such as toilet brushes, vacuum cleaners, buckets, brooms and mop handles should be washed and disinfected daily.

REMOVING DISPOSABLE GLOVES CORRECTLY



K. RECOMMENDED PRACTICE FOR PUBLIC AREA CLEANLINESS

- K.1. Use an appropriate disinfectant to disinfect all surfaces, especially high contact areas.
- K.2. Schedule and perform routine cleaning and disinfecting of all contact surfaces, such as front desk, lobby furniture and flooring, breakfast area and lobby furniture, counters, business centre, water fountains, ice and vending machines, trash bins, stair handrails, and public bathrooms.
- K.3. Keep a documented cleaning schedule or log to be sure this is occurring regularly, at least every two (2) to four (4) hours or more frequently depending on volume of guest, staff, and delivery traffic.
- K.4. Pay particular attention to high touch points, to include hotel entrance door handles and other door handles touched by staff and guests, front desk counter/surface, pens, key cards, credit card payment machines, elevator doors and buttons (inside and out), public computers, courtesy coffee station (consider discontinuing), public bathroom door handles, public telephones, toilet flush handles, toilets and toilet seats, water faucet handles, light switches, and flooring.
- K.5. Replenish hand sanitizer for guests and employees in lobby area.
- K.6. Provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests. Alternatively, provide disinfectant spray and paper towels to front-of-house staff to disinfect surfaces between guests.
- K.7. Disinfect all food and other items available for guests in the sundry shop (if any) prior to stocking on the shelves and every four (4) to six (6) hours each day.
- K.8. Regularly walk the corridors to disinfect the floor, trash cans, elevator buttons, and other surfaces in the corridors (if any).

K.9. Procedure for Waste Collection around the Resort Operational Areas

- A designated employee carries out this activity
- Wears PPE such as elbow length hand gloves, mask, if entering in high-risk areas needs to wear hair restraints and aprons
- Follows the schedule of waste removal consistently
- Ensures to clean and sanitise the trash cans/ bins using the approved chemicals
- Practices hand hygiene as per guidelines.



Key High Touch Points for Reception/Lobby



Key High Touch Points for Public Restrooms

L. RECOMMENDED PRACTICE FOR LAUNDRY CLEANLINESS

- L.1. Require that employees wear protective masks when handling used laundry.
- L.2. Clean hands immediately after handling used laundry and do not touch face.
- L.3. Do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air.
- L.4. Used laundry must always be kept separate from clean laundry.
- L.5. Do not handle clean linens if you have handled used linens.
- L.6. Clean and disinfect linen hampers (if any). Consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.
- L.7. After washing, all laundry should immediately be placed in the dryer.

- L.8. Launder items using the hottest appropriate water setting for the items and dry items completely. All wash water temperatures should exceed 60 degrees Celsius. Do not wash in cold water.
- L.9. Add disinfectant when washing laundry. Follow the manufacturer’s directions.
- L.10. All pillow covers should be removed and washed. Use and wash microbial items according to the manufacturer’s suggestions.
- L.11. Do not allow laundry to touch the floor.
- L.12. All hard surfaces that come into contact with used and clean linens should be disinfected regularly
- L.13. Implement a cleaning cloth/rag program. If possible, discard all dirty cleaning cloths/rags once used. Alternatively, if you retain these items they must be washed after each use and must be laundered separately from other linens with the hottest water (over 60 degrees Celsius). Do not wash in cold water. Do not put dirty cloths or rags in with a load of dirty towels, sheets, or other items. Once washed, immediately place in the dryer and dry completely.
- L.14. Disinfect your entire laundry facilities at the end of each work day. This includes laundry carts/bins, laundry baskets, washers, dryers, sinks, folding tables, linen and terry shelving, flooring, and all other surfaces.
- L.15. It is recommended that no food or drink be allowed inside the laundry area.



M. RECOMMENDED PROCEDURES FOR KITCHEN & STEWARDING

M.1. KITCHEN OPERATION

- M.1.i. The hotel is to limit the number of people in the kitchen at any one time. Access to the kitchen strictly forbidden to all un-authorized employee.
- M.1.ii. Wherever possible, staff should maintain a minimum of 2m distancing between each other.
- M.1.iii. Mandatory hotel kitchen uniforms are to be worn by all kitchen employee. Head covering, and gloves are essential items to be worn.
- M.1.iv. Personal items are not allowed within the kitchen including mobile phones. The kitchen phone is to be disinfected after each use.
- M.1.v. The sanitizing crews on every shift to ensure proper sanitization of all touch points are carried out and documented which must be signed off by the Executive Chef.

M.2. CLEANING AND SANITIZING

- M.2.i. Designated hand wash basins are required in all kitchen and bar areas. The hand wash basin must have soap, paper towels, and a pedal operated bin for use. The hand wash basin must be identified as a hand-wash only basin.
- M.2.ii. All food contact surfaces are to be cleaned using a suitable food grade chemical.
- M.2.iii. All equipment is to be washed and sanitized after use.
- M.2.iv. All stewarding employees must wear protective head covering and gloves together with aprons at all times.

M.3. HIGH TOUCH AREAS

Areas that are defined as “high touch areas” in the kitchen are required to be disinfected regularly.

Examples: doors, handles, switches, food containers and dispensers, menus, cutlery, condiments, glasses, crockery, food contact surfaces, telephones, drawers, hand contact areas, food preparation tables, utensils, all handles and trolleys.

M.4. PERSONAL PROTECTIVE EQUIPMENT

- M.4.i. Personal protective equipment (PPE) is provided by the Hotel and must be used during cleaning if and when required. All employees are to refer to cleaning procedures for advice or requirements.
- M.4.ii. All PPE are to be checked as part of the internal audit. This includes all gloves, goggles, facemasks and full-length aprons. If any component of the PPE is faulty or in need of repair then this must be done immediately or replaced.

M.5. STEWARDING PROCEDURES

Scope: Entire Kitchen, F&B and Bar, Plus Employee Cafeteria.

- M.5.i. Ensure all cleaning procedures and machines are checked and inspected / logged by referenced supplier.
- M.5.ii. Dishwashers to be provided with aprons, regularly changed and masks to protect themselves from food splashes or cleaning chemicals during the cleaning process & to protect the kitchenware once washed.
- M.5.iii. Before starting a shift, dishwashers must wash their hands at a non-contact hand wash basin and between changes of work task or work area
- M.5.iv. They must wash their hands between loading dirty dishes and unloading clean dishes.
- M.5.v. Cleaning is carried out in a systematic manner, for example wash walls before workbenches and workbenches before floors.
- M.5.vi. Equipment that is "wet cleaned" must be allowed to air dry and any pooled water removed.
- M.5.vii. Water must not be allowed to collect on floor surfaces or equipment surfaces.
- M.5.viii. All water that has accumulated must be removed to avoid the possibility of contamination occurring.

Hygiene & Sanitation Team thoroughly disinfects all Kitchen/Stewarding Areas as per the Schedule.

N. RECOMMENDED PROCEDURES FOR FOOD & BEVERAGE

N.1. FOOD AND BEVERAGE – GENERAL GUIDELINES

- N.1.i. Encourage guests to stay seated as much as possible with adherence to current gathering restrictions. Reduced Seating – outlets to modify floor plans and reduce seating and ensure to sanitise between guest use.
- N.1.ii. The host station has to be cleared of all items apart from EFTPOS Machines and System. Bollards to be placed around the counter to avoid guest touching or coming in contact to avoid cross contamination. Cashiering areas and service stations should be free from unnecessary papers, documents, and items.
- N.1.iii. Encourage guest breakfast booking to take place to control a large crowd gathering at the same time. During check-in to the Hotel/Resort, Reception to enquire with the guest the preferred time for breakfast. This information gets disseminated to the F&B team for logistical purposes.
- N.1.iv. Adherence to physical distancing principle whereby tables to be placed at least 2 metres from each other and patrons stay within their respective bubbles or groups. Each table to be considered a bubble and patrons to remain in their bubbles.
- N.1.v. Where practical, use of cash should be discouraged. Integrate technologies to enable automation such as contactless payment, use of EFTPOS machines where possible.
- N.1.vi. Change tongs and ladles more frequently and clean and disinfect the surfaces after each service. All dishes, silverware, and glassware should be washed and disinfected regularly. As practical, avoid or limit the number of

items on tables. Cutlery must not be exposed on tables and stored hygienically and provided to guests upon request/at dining.

- N.1.vii. For a la carte meals - use of laminated Menus, Boards or digital screens. Laminated menus must be disinfected before service, after each guest and during closing of the dining hours
- N.1.viii. At the end of each shift, the sanitizing team to carry out deep disinfecting of all areas/ equipment.
- N.1.ix. A Hygiene/Sanitation Team disinfects the entire area as per schedule accordingly to the Hotel/Resorts operating hours.

N.2. ROOM SERVICE

- N.2.i. Adapt a takeaway approach to disposable containers for in room dining e.g., this may be delivered in bags to the room with a double copy of receipt stapled on the takeaway bag.

N.3. BUFFET SERVICE PROCEDURES

Scope: Breakfast / Dinner/ Meetings, Incentives, Conventions & Events.

- N.3.i. Adjust layout of service area to minimise crowding around service counters
- N.3.ii. Do not allow any guest to serve any food items at any time, this must be only served by the Chefs on duty to avoid cross contamination.

N.4. HAND WASHING PRACTICES

- N.4.i. All employees are to wash hands before handling any food items and immediately after;
 - Going to the toilet
 - Handling garbage/ garbage containers
 - Using a tissue for sneezing or coughing
 - A break or change in the work area
 - Handling raw foods, especially before handling ready to eat or cooked foods
 - Smoking, eating or drinking
 - Picking anything up off the ground
- N.4.ii. Follow correct Hand washing guidelines

N.5. BAR PROCEDURES

Recommendations:

- Maintain **current** COVID Safe seating capacity restrictions
- Remove all bar-top nibbles / snacks and suggest the menu to the guest
- Bar Chairs to be removed from Bars or suitably placed 2 metres apart
- Bollards to be placed in front of Bars to ensure guests do not come in contact with the Bar Counters.
- Guest to be seated at the tables provided and orders to be taken off the table with adequate physical distancing by employee members.
- Hygiene/ Sanitation team to continue with the scheduled/periodic disinfection as per the Hotel sanitation schedule

N.5.i. Opening of Bar

- Put on your clean uniform, practice hand hygiene, wear the correct PPE and ensure that you have sufficient sanitisers, cleaners, equipment such as tongs for garnishes, coffee Machine cleaning chemicals, and hand gloves.
- Ensure to sanitise all equipment prior to starting your shift, and avoid cross contamination
- All furniture & surfaces must be Sanitised after each time it is being touched or used.
- Cocktail equipment sanitised after each use; follow procedures for ice, use a sanitised ice cube scooper at all times and this needs to be stored back into the sanitiser solution after each use. Never touch ice with your hands or scoop it with glassware.

N.5.ii. During Service:

- Recommendation: use of laminated Bar Menus, Boards or digital screens. If using laminated menu, wipe down with disinfectant regularly
- Tables and chairs to be sanitised after each guest and prior to the next guest.
- Any ready to consume items **MUST** be either handled with tongs or hand gloves, including garnishes.
- “Clean as you go” habit to be deployed at all times.
- All wipe cloth must be kept in the sanitiser solution and this should be changed at regular intervals.

N.6. BAR CLEANING AND SANITATION

- N.6.i. High touch areas to be regularly disinfected. These include but not limited to: - tables, chairs, booster seats, menus, food serving utensils, bill holders, post mix nozzles, food preparation and bar surfaces, beverage machines, cutlery holders, light switches, temperature controls, door knobs, bins, cash registers and payment terminals.
- N.6.ii. A thorough cleaning needs to be done after BAR is closed for service. This includes a scrub to the floors, and general cleaning to the entire bar using all-purpose cleaners, sanitisers, and disinfectants. The Hygiene/Sanitation team ensures a final disinfection/sanitation of the area at the end of each day along with the periodic ones during the day.



How to fit a mask correctly for proper protection

SECTION 3: CHECKLISTS AND FORMS

ATTACHMENT 1: FHTA COVID-19 COMPLIANCE CHECKLIST

All Items in this checklist are to be cross checked in line with the Recommended Post Covid-19 Procedures.				
Name of Hotel/Resort:				
General Manager/Owner:				
Date of Audit:				
GM/Owner Signature:				
Areas of Self- Audit	Recommended Criteria	Self - check	COVID Reopening Framework Requirement	Comment or Verification
Vaccination Protocols	Does the Hotel/Resort have a process in place to check the vaccination status of local guests prior to check in?		Required	
	Are all staff fully vaccinated? Does the Hotel/Resort have a record of staff vaccinations with the relevant details?		Required	
Testing Protocols	Has the Hotel/Resort trained the Wellness Ambassador and/or designated staff members on the testing and reporting procedures?		Required	
	Has the Hotel/Resort contracted a recognised testing provider to conduct COVID testing for staff and guests OR are is the Hotel/Resort certified for their own staff to conduct the testing?		Required	
	Has the Hotel/Resort established a designated Testing Area to conduct COVID 19 tests for staff and guests?			
	Does the Hotel/Resort have a documented procedure in place to record, store and report testing information?			
Escalation and Isolation	Has the Hotel/Resort established a chain of communication for reporting a positive COVID case? Is this information readily available for staff and guests?		Required	
	Has the Hotel/Resort established dedicated isolation areas for suspected and confirmed COVID cases?		Required	
	Does the Hotel/Resort have an Isolation protocol in place?		Required	
	Does the Hotel/Resort have a Room Recovery Protocol in place for post-isolation?		Required	

Areas of Self-Audit	Recommended Criteria	Self - check	COVID Reopening Framework Requirement	Comment or Verification
Staff Training	Have designated staff members been appointed as Wellness Ambassadors and completed the Wellness Ambassador training provided by Tourism Fiji?		Required	
	Have all staff returning to work undergone COVID Safe training?		Required	
	Have all staff been trained on how to recognise and report suspected COVID cases and breaches of COVID Safe protocols?		Required	
	Have all staff been trained on how to handle a suspected or confirmed COVID case?		Required	
Communication and Awareness	Does the Hotel/Resort provide the guest with relevant up-to-date COVID information including no-go areas, CFC certified operators, COVID Safe practices, testing and isolation protocols, etc.?		Required	
	Does the Hotel/Resort have appropriate signage and notices on display in prominent positions in relevant locations?		Required	
	Has the Hotel/Resort established a practice of regular reminders for guests and staff regarding COVID Safe practices and other relevant information?		Required	
Employee Wellness	Has the Hotel established a Health Monitoring System for employees that includes health screening upon entry and an ongoing testing regime?		Required	
	Are employees trained to recognised and report any suspected COVID cases and/or COVID Safe protocol breaches?		Required	
	Has the Hotel/Resort reviewed leave policies, considered flexible work arrangements and staggered shift times to manage staff gathering numbers and maximise physical distancing arrangements?		Required	
Guest Wellness	Have guest services been reviewed to minimise staff and guest contact and promote contactless services?		Required	
	Does the Hotel/Resort verify vaccination status for guests as per the Opening Framework guidelines?		Required	
Cleaning and Disinfecting	Does the Hotel/Resort have robust cleaning protocol for all areas of operation in place as per the Ministry of Health guidelines?		Required	
	Does the Hotel/Resort provide staff with the appropriate Personal Protective Equipment to carry out their duties while minimising the risk of spreading COVID?		Required	
COVID Safe Practices	Has the Hotel/Resort ensured that physical distancing requirements for public spaces have been met and staff and guests made aware of the requirements?		Required	
	Has the Hotel/Resort established a health screening protocol for guests, staff and visitors for entry into the property? Protocols to include vaccination status check, temperature and symptom check.		Required	
	Has the Hotel/Resort provided adequate hand washing stations and sanitiser dispensers on the property to allow for consistent personal hygiene?		Required	
	Has the Hotel/Resort ensured that concessionaires, activity, tour and event providers that operate on Hotel premises have COVID Safe Protocols in place?		Required	

ATTACHMENT 2: HOTEL TESTING PROCEDURES COMPLIANCE CHECKLIST

All items in this checklist are to be cross checked in line with the Ministry of Health and Medical Services - “Guidance to Non-Laboratory facilities/settings on implementing SARS-CoV-2 rapid antigen testing”

Name of Hotel/Resort:	
General Manager/Owner:	
Date of Audit:	
GM/Owner Signature:	

Specimen collection and handling

Areas of Self-Audit	Recommended Criteria	Self-Check	Comment or Verification
Standard operating procedures	Do documented SOPs include: <ul style="list-style-type: none"> - Hand washing - Personal Protective Equipment (PPE) - Disinfection of contaminated materials - Waste disposal - Cleaning - Sample collection - Sample processing - Sample storage and referral - Testing site related injury - Fire emergency 		
Specimen collection	Are collection procedures documented and available to relevant personnel?		
	Are the collection procedures in accordance with rapid antigen kit manufacturer instruction?		
	Do these include the use of appropriate personal protective equipment?		
	Do they document COVID Safe measures to prevent transmission?		
	Are minimum patient identification details collected?		
	Is a standard specimen request form available for those requesting tests?		
	Are specimens recorded in a book, worksheet, computer or other comparable system?		

Specimen handling	Do the procedures specify that samples for rapid antigen testing must be tested onsite at the point of sample collection?		
	Do the procedures follow the manufacturer's instructions in accordance with rapid antigen test kit product insert when conducting testing and interpreting results?		
Specimen referral	Is there an appropriate process in place with MoHMS or private laboratories for the referral of positive specimens (2nd specimen collected with the appropriate swab UTM kit medium with per-nasal flocked swab) to Fiji CDC as required for variant surveillance?		

Data and information management

Areas of Self-Audit	Recommended Criteria	Self-Check	Comment or Verification
Test results and reports	Are all original observations/results of the laboratory recorded in a worksheet or electronic database?		
	Are the results reviewed and authorized before the results are released?		
	Is there an immediate notification of physicians/MoHMS when results are critical for patient care?		
	Is there an immediate notification of relevant MoHMS/surveillance network when results are critical?		
Data analysis and statistics	Can the Hotel/Resort provide basic statistical data from its activities (e.g., number of tests ordered, aggregated qualitative/quantitative data, etc.)?		
Data security - Confidentiality	Are access and modification of patient data protected (for paper-based and/or electronic system)?		
	Is efficient back-up in place to prevent loss of patient result data in case of theft or other incident for the above system(s)?		

Consumables and testing supplies management

Areas of Self-Audit	Recommended Criteria	Self-Check	Comment or Verification
Procurement	Is there a responsible staff for consumable and reagent management (inventory and order of test kits, PPE etc)?		
Inventory and storage	Is there an inventory system for all necessary testing supplies?		
	Are testing supplies, especially the rapid antigen testing kits, inspected upon receipt?		
	Are testing supplies appropriately stored (temperature, humidity, etc.) with storage conditions monitored (thermometer, etc.)?		
Use	Is the date of opening clearly written on testing kits?		
	Are expired testing kits used (1. Never; 2. Sometimes; 3. Regularly; 4. Non applicable)?		
	Are disposable supplies (e.g., tips, plastic pipettes, gloves) reused (1. Never; 2. Sometimes; 3. Regularly; 4. Non applicable)?		
	Is there a system for accurately forecasting needs for testing supply?		

Facilities

Areas of Self-Audit	Recommended Criteria	Self-Check	Comment or Verification
Facilities	Is there a dedicated clean area with tables/bench tops for rapid antigen testing purposes only?		
	Is the dedicated area well ventilated?		
	Is food or drink consumed in the testing area?		

Human Resources

Areas of Self-Audit	Recommended Criteria	Self-Check	Comment or Verification
Human Resources	Have staff undergone appropriate training in conducting rapid antigen testing?		

Bio risk Management

Areas of Self-Audit	Recommended Criteria	Self-Check	Comment or Verification
Disinfection and waste management	Are disinfection and decontamination procedures implemented?		
	Are there enough disinfectants available for use at any time?		
	Are waste management procedures implemented effectively?		
	Are there adequate separate disposals for infectious and non-infectious wastes?		
Use of safety equipment (PPE) and Biosafety behaviour	Are PPE available in enough quantities for the work load and number of personnel?		
	Do the staff use adequate PPE while working in the testing area?		
	Do staff adhere to basic biosafety behaviours (PPE not worn outside testing areas, no eating or drinking within testing area, no open-toed footwear, etc.)		
Staff health services	Are the staff regularly tested for SARS-CoV-2?		

Public Health Reporting and Referral

Areas of Self-Audit	Recommended Criteria	Self-Check	Comment or Verification
Reporting	Is COVID-19-related reporting of all test results to public health authorities established and implemented? *		
	Is COVID-19-related reporting of all positive results to public health authorities established and implemented? *		

Reminder:

Site inspections will be carried out on an ad hoc basis by the Ministry of Health & Medical Services (MHMS) Staff to evaluate compliance. Non-compliance may result in removal of approval for testing.

The property's confirmation of the above requirements along with the recognition of the training and CFC certification acknowledges your responsibility to maintain the standards noted and your compliance of the same.

* **Positive results must be notified immediately** to the Border Health Protection Unit (BHPU) and your area's Subdivisional Medical Officer (SDMO). All results must be reported to the Ministry of Health and Medical Services (MoHMS) through the Tamanu app. If Tamanu is not yet in place, the standardised excel spreadsheet must be emailed to bhpu.nadi@gmail.com and rdtsurveillance@gmail.com; this process will shortly be phased out, except in areas with no internet access.

ATTACHMENT 3 – TESTING AREA PREPARATION CHECKLIST

TESTING AREA PREPARATION CHECKLIST

Testing teams should use this checklist to prepare the testing area for conducting Rapid Antigen Tests.

	Checked
Is the Testing Area clean?	<input type="checkbox"/>
Have the tables/bench tops for rapid antigen testing purposes been cleaned and disinfected?	<input type="checkbox"/>
Is the dedicated area well ventilated?	<input type="checkbox"/>
Are there hand washing facilities or hand sanitiser within the testing area available for use by the testing team?	<input type="checkbox"/>
Are there sufficient PPE supplies for all personnel?	<input type="checkbox"/>
Are there adequate supplies of test kits to conduct the required number of tests?	<input type="checkbox"/>
Are there adequate consent forms available?	<input type="checkbox"/>
Are there an appropriate number of waste bins available (at least one for used testing kits and PPE and another for other waste)?	<input type="checkbox"/>
Has signage been displayed to describe the appropriate behaviours expected within the testing area?	<input type="checkbox"/>
Are all members of the testing team wearing closed toed footwear?	<input type="checkbox"/>
Is there are timer available to monitor the development time for the test kit result?	<input type="checkbox"/>

Any Comments:

Prepared By:

Name

Signature

Date

ATTACHMENT 4—COVID SAFETY TRAINING REGISTER

Publication: <Date>

Revision: <Date>

This training register records the COVID Safety training undertaken by <CMPA> managers and workers. Training can take place by a supervisor on-the-job, or by an instructor outside of the workplace. COVID Safety training will provide <CMPA> workers with the information and skills they need to perform their duties in compliance with the COVID Safety standards.

<CMPA> recognises that COVID Safety training may be required when:

- a new person starts work—induction, on the job training
- there are new COVID safety regulations that affect our industry
- there has been an incident at work.

To ensure the training was successful, <CMPA> will regularly review COVID Safety training to ensure that our managers and workers:

- understand what is required of them
- have the knowledge and skills needed to work safely in compliance with the COVID Safety standards
- are actually working as they have been trained.

Additionally, <CMPA> will use this register as part of regular overall reviews of the COVID Safe Risk management system with the goal of determining if:

- there has been any improvement in <CMPA> COVID safety performance
- the feedback from people who have been trained
- further information and/or training needed
- whether the most suitable training method was used
- improvements that can be made.

Training records will be monitored so that refresher training can be given when needed.

COVID SAFE TRAINING REGISTER

Who was trained/ job title	Reason for training	Duration of training	Who provided training	Method of training e.g., on the job, theory, practical	Location of training	Scheduled date	Date completed