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Note:
This is a living document which means as Government restrictions and Public Health guidelines evolve, this document will also evolve to reflect new Government advice and changes to protocols when they emerge. All sectoral guidelines have been developed in line with the Government’s Roadmap for Reopening Society and Business and the Return to Work Safely Protocol, based on the latest health guidance available from the Department of Health and the HSE. The links to latest guidelines will be included throughout the document.

Disclaimer

The information contained within these operational re-opening guidelines can change from time to time, it must not by itself be relied upon in determining obligations or other decisions. Users of this document must independently verify any information on which they wish to rely. It is expected that all business owners and management will have familiarised themselves with the Return to Work Safely Protocol prior to re-opening and implemented all relevant requirements.

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Introduction: Meeting & Overcoming the COVID-19 Challenge

COVID-19 is an unprecedented challenge for the tourism sector.

Before re-opening, businesses will need to review how they work and employ new practices and procedures to ensure everyone stays safe. As a result, Fáilte Ireland has developed operational guidelines in line with the Health Service Executive (HSE), Health and Safety Authority (HSA) and The Food Safety Authority of Ireland (FSAI).

Businesses must follow the Return to Work Safely Protocol. The National Protocol has been developed under the aegis of the Safety Health and Welfare Act 2005. The Health and Safety Authority (HSA) is the compliance body and has full powers as set out in this legislation designated in relation to the implementation of the National Protocol. Non-compliance can result in the closure of a business.

The guidelines were developed to instil confidence across the tourism sector and are based on the following considerations:

- **Restructuring operations**
  Tourism businesses of all types need to adapt their operations, review employee practices and consider the design of their business to ensure physical distancing and the prevention of the spread of COVID-19.

- **Putting dedicated resources in place**
  Tourism businesses must ensure that they have dedicated personnel to implement and operate a robust system that prevents of the spread of COVID-19. Equally importantly, they need to put processes in place that can deal with individual and multiple cases of the disease that may occur.

- **Adapting and enhancing hygiene practices**
  Tourism businesses must adapt and implement enhanced procedures in general cleaning, storage and cleaning of equipment. In particular, they should introduce and implement touchless solutions where possible.

- **Focusing on best practice in food and beverage service**
  Tourism businesses must follow best practices including HACCP, hand hygiene, physical distancing and respiratory etiquette guidance (References to HACCP in this guidance is for the purposes of food safety and the prevention of COVID-19).

These guidelines have been created in line with the Government’s Roadmap for Reopening Society and Business. This document will evolve in line with the roadmap, taking into account any changes to the restrictions or physical distancing.

While we have attempted to cover all relevant issues, you should bear mind that this is a non-exhaustive document and it may not cover all situations that you may encounter. As circumstances change, any procedures you implement must be monitored to ensure they remain up-to-date and in line with international best practice guidance.

Click on the image below to be sent directly to the Business Support Hub.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge*
1. What is COVID-19/Key Control Measures

A novel (new) coronavirus not previously seen in humans was identified in Wuhan, China in December 2019. This virus is called Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-CoV-2) and the disease that it causes is called Coronavirus Disease 2019 (COVID-19).

The virus that causes COVID-19 (SARS-CoV-2) belongs to the same family of viruses (coronaviruses) as the virus that causes SARS, but it is not the same virus.

Because the symptoms of COVID-19 and the flu can be very similar, it can be difficult to identify COVID-19 based on symptoms alone. That is why laboratory tests may be needed to determine whether someone has COVID-19 or a different illness such as the flu.

How Does COVID-19 Spread?
The virus that causes COVID-19 can spread from person to person through respiratory droplets - small droplets from the nose or mouth of a person infected with the virus. These droplets are produced when a person coughs, sneezes or exhales. People can catch the virus either:
- directly, by breathing in the droplets produced when an infected person coughs or sneezes or
- indirectly, by touching surfaces (e.g. table, door handle) that an infected person has coughed or sneezed on and then touching their eyes, nose or mouth. It is still not known how long the virus survives on surfaces, although current information suggests the virus may survive for 48 - 72 hours. Simple household disinfectants can kill the virus. Surfaces must be cleaned first and then disinfected.

Current information suggests that COVID-19 spreads easily from person to person. While people are most likely to pass on the infection when they have symptoms, current information suggests that people may be capable of spreading the virus to others even if they themselves do not have any symptoms.

One of the best ways to prevent person to person spread of infectious disease, including COVID-19, is to use proper hand hygiene, respiratory etiquette and practice physical distancing.

Please see HERE for more information.

The key control measures to control/manage the spread of the virus:

Be Aware of Symptoms
Ensure that employees know they must not attend work if they display symptoms such as:
- A fever (high temperature - 38˚C or above).
- A cough – this can be any kind of cough, not just dry.
- Shortness of breath or breathing difficulties.

They are recommended to stay home if they are well enough to do so or contact the health service if they are acutely unwell. They must not come to work and must restrict their movements for 14 days from symptom onset, the last five days of which must be fever free.

For a more detailed list and information on the symptoms, see HERE

<table>
<thead>
<tr>
<th>Symptoms</th>
<th>Coronavirus</th>
<th>Flu</th>
<th>Cold</th>
</tr>
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<tr>
<td>Fever or chills</td>
<td>Common</td>
<td>Common</td>
<td>Rare</td>
</tr>
<tr>
<td>Cough</td>
<td>Common (usually dry)</td>
<td>Common (usually dry)</td>
<td>Mild</td>
</tr>
<tr>
<td>Shortness of breath</td>
<td>Common</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Fatigue</td>
<td>Common</td>
<td>Common</td>
<td>Sometimes</td>
</tr>
<tr>
<td>Aches and pains</td>
<td>Common</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>Sore throat</td>
<td>Sometimes</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>Headaches</td>
<td>Sometimes</td>
<td>Common</td>
<td>Rare</td>
</tr>
<tr>
<td>Runny or stuffy nose</td>
<td>Sometimes</td>
<td>Sometimes</td>
<td>Common</td>
</tr>
<tr>
<td>Feeling sick or vomiting</td>
<td>Rare</td>
<td>Sometimes</td>
<td>No</td>
</tr>
<tr>
<td>Diarrhoea</td>
<td>Rare</td>
<td>Sometimes in children</td>
<td>No</td>
</tr>
<tr>
<td>Sneezing</td>
<td>No</td>
<td>No</td>
<td>Common</td>
</tr>
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</table>
Promote Good Practices
The HSE provides posters and signage that assist employers to promote employee and guest/visitor hygiene practices to minimise the risk of spread of COVID-19. To download examples click HERE.

Hand Hygiene
Encourage employees to wash their hands regularly and thoroughly (at least 20 seconds) or sanitise using the alcohol hand gel/rub provided. There must be sufficient hand hygiene facilities throughout the premises and you must ensure these are appropriately maintained. Consideration should be given to installing lockable dispensers containing hand sanitiser. Please see HERE for more information.

Cough Etiquette
Encourage employees to cough/sneeze into a tissue, their upper sleeve or their elbow. When a tissue is used, they must put it into the waste bin provided and clean their hands immediately afterwards.

Physical Distancing
Encourage all employees to maintain 2 metre* separation from each other while working and when using communal areas such as toilets, canteens and changing rooms. Promote physical distancing when travelling to and from work as well as in their normal daily lives to limit exposure. Remember to include waiting staff if you put a limit on the number of people in any location. Please see HERE for more information.

Face Coverings
The Irish Government has recommended wearing face coverings in situations where it is difficult to practice physical distancing. This may help prevent people who do not know they have the virus spreading it to others. The Return to Work Safely Protocol states: Make face masks available to the worker in line with Public Health advice. If masks are worn they must be clean and they must not be shared or handled by other colleagues. Employers and employees must keep up-to-date with the latest Public Health advice issued in regard to masks by Gov.ie/NPHET. It is important that employers check regularly for updates on the usage of face masks as advice may be updated. Please see HERE for more information.

Disinfection
Ensure that all frequently touched objects and surfaces are regularly cleaned and disinfected.

For more information on protecting against coronavirus, click HERE.
2. Health & Safety

Before the Tourism sector re-opens, you must review all health and safety documentation and be aware of all new measures and safety requirements.

Each business must create a specific COVID-19 plan which addresses the level(s) of risk associated with the tasks that employees perform when they interact with customers. Depending on the size of your business, you must also assign a specific COVID-19 Response Team/Coordinator.

Their role is to ensure that good hygiene practices designed to protect health and reduce the spread of infections, such as COVID-19, are maintained.

The Health and Safety Authority has produced checklists and templates to help employers, business owners and managers get their business up and running again and inform workers about what they need to do to help prevent the spread of COVID-19 in the workplace. Please see HERE for more information.

Other responsibilities of the COVID-19 Response Team/Coordinator would be:

Day-to-Day Duties:

- Ensuring all employees have relevant COVID-19 information and have completed any training before returning to work.
- Promoting good hygiene practices to all employee members and guest/visitors. These are outlined in the table on page 10 and cover steps such as:
  - Providing sufficient facilities throughout the premises and ensuring these are maintained. For example, cleaning staff must replenish hand sanitisers as required.
  - Using posters and signage to promote employee and guest/visitor hygiene practices.
- Ensuring that additional cleaning of public/communal areas is undertaken.
- Keeping up-to-date on the Government’s Public Health advice plus HSE and Health Protection Surveillance Centre (HPSC) guidelines.
- Reviewing the individual needs of your business and implementing any additional specific controls that are required and appropriate.
- Ensuring that any non-compliance with COVID-19 procedures is quickly addressed.

Please find further information on the Return to Work Safely Protocol and the steps for employers and employees to reduce the risk of exposure to COVID-19 in the relevant sectoral guideline document for your business.

Reactive Duties:

The main role of the COVID-19 Response Team/Coordinator is to help minimise the spread of COVID-19 throughout a business. However, they will also need to act if employees or customers experience COVID-19 symptoms. If this happens:

- Provide the individual showing symptoms with a mask. If a mask is not available, provide a supply of tissues to cover their mouth and nose. However, a mask is the best option.
- Direct them to a designated room or area where they can be isolated behind closed doors, away from other employees and the public, ensuring everyone keeps at least 2 metres* away from the symptomatic individual at all times. If you can open a window, do so to improve ventilation of the area.
- When they cough or sneeze, the used tissue must be placed in the bin provided and they must clean their hands. If they are wearing a mask it should remain in place. They must be gently reminded to avoid touching any surfaces. If they need to use a bathroom, they should use a separate one if possible.
- If management is alerted to a suspected case of COVID-19 on the property, a clinician from a local medical centre should be contacted. The clinician will advise on the next steps. Further information is available on the HSE website.
- Inform your management/supervisor/HR department as appropriate.
- Inform the HSE of any suspected or confirmed cases.
- Keep records of who the affected person has contacted to help contact tracing if it is a confirmed case of COVID-19.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.
2.1 Restructuring Workspaces

Restructuring workspaces means implementing effective physical distancing measures.

These should allow employees and guests/visitors to move easily and safely while providing additional space for physical distancing. Achieving this may require structural or physical changes, such as:

- Creating a ‘flow’, i.e. one way in and one way out. Directional signage on the floor can help minimise the risk of close contact with others.
- Implementing a queue management system with correct distance markings, etc.

Non-structural changes can also be made. Examples include altering shifts to reduce employee numbers on the premises.

These changes will vary depending on the logistics of your business. However, you must ensure safe working practices for all employees and ensure a safe stay or visit for guests/visitors at all times. Doing so involves reviewing practices throughout the entire business.

This hospital corridor highlights a commitment to providing a safe environment for their patients, employees and the general public.

2.2 Physical Distancing Recommendations

The Government’s Public Health advice and the HSE describes physical distancing as "minimising contact between potentially infected individuals and healthy individuals". In Ireland, the Government Public Health advice recommends keeping a 2 metre* safe distance between individuals.

Physical distancing of 2 metres* does not apply among members of the same household. Physical distancing is required between tables/seats and individuals of non-household units.

All businesses must complete a risk assessment of their operational processes. This will help identify ways to reduce the number of people working in close proximity to each other and how you can introduce distancing for your employees and customers.

If employees are working together on the same task, they must maintain physical distancing.

**Note:** If the risk assessment identifies instances where 2 metre* separation isn’t possible, additional safety precautions must be put in place to manage the risk.

Precautions that businesses must implement include:

- Monitoring to ensure no employee has any symptoms of COVID-19.
- Ensuring that employees are aware of who to inform if they become unwell at work.
- Ensuring employees wash their hands thoroughly and frequently (a minimum of 20 seconds).
- Ensuring Personal Protective Equipment (PPE) follows guidelines provided by the HSE and HPSC.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.*
2.3 What to do in Suspected or Confirmed Cases of COVID-19

2.3.a Suspected Case

If an employee, guest or visitor becomes unwell, take the following steps:

1. Provide the unwell person with a mask and remove them to a designated isolation area, away from other people - preferably a room or area where they can be isolated behind closed doors. If a window can be opened, do so to improve ventilation of the area. The face mask will minimise the risk of contamination of the areas and nearby personnel. Please refer to the list on page 4 of this document.

2. If a face mask isn’t available, they should be supplied with disposable tissues to use when they cough or sneeze. They must put used tissues into the waste bin provided in the room and clean their hands.

3. While waiting for guidance on what to do next, they must remain isolated. If they need to use a bathroom, they should use one that won’t be used by other people, if possible.

4. The COVID-19 Response Team/Coordinator must follow the agreed business protocol for individuals with symptoms.

5. The symptomatic individual should continue to remain in the isolation area and call their doctor, outlining their current symptoms.

6. The COVID-19 Response Team/Coordinator must notify management and arrange transport home or to the hospital for medical assessment. Public transport of any kind must not be used.

7. The COVID-19 Response Team/Coordinator may be contacted by the HSE to discuss the case.

8. After seeking expert advice, the COVID-19 Response Team/Coordinator must carry out an assessment of the incident to help plan the follow-up actions and recovery and identify what advice will be given to management and other employees.

9. The isolation area must be kept closed. No one must enter the room until it has been well ventilated (i.e. by leaving the window open) for at least 1 hour. Only then can the disinfection process commence.

2.3.b Confirmed Case

If a confirmed case is identified within your business, any employee who is deemed as a ‘close contact’ with the affected person must stay at home. They must remain there for 14 days from the last time they had contact with the confirmed case. During this time, they must follow the restricted movement guidance at WWW.HSE.IE

Employees who have had close contact include:

- Anyone who was in close face-to-face or touching contact for more than 15 minutes.
- Anyone who cleaned up any bodily fluids related to the confirmed case.
- Close friendship groups or workgroups within the business.
- Individuals who travelled to/from work with the infected individual.

For more information, see HERE.
GENERAL GUIDELINES FOR RE-OPENING

2.4 Cleaning & Disinfection

Routine Cleaning

Ideally, employees should be provided with their own cleaning equipment. They must then be solely responsible for ensuring that it is cleaned and disinfected, maintained and fit for purpose. If employees work together on the same task or have to use the same equipment (e.g. cleaning products) it is essential that it is cleaned appropriately between users and after the task has been completed. Different sets of cleaning equipment should be used when cleaning different spaces; for example, areas used by the public and employee-only spaces.

- Cleaning which consists of the standard combination of detergent, water and manual scrubbing used for the general or routine cleaning of equipment and surfaces, is sufficient. Such cleaning is necessary before disinfection because if surfaces are not cleaned appropriately, the remaining dirt/contamination renders the disinfectant ineffective.

- Frequently touched surfaces must be cleaned regularly in line with current HSE and Government guidance. Ensure that door handles, doorknobs and door bars, chairs and armrests, tabletops, light switches, handrails, water taps, elevator buttons, etc. are visibly clean at all times and cleaned at least twice daily.

Implement modified cleaning intervals for rooms and work areas. This applies especially for washroom facilities and communal spaces. Cleaning must be performed at least twice per day and whenever facilities are visibly dirty.

Please see HERE for more information.

Cleaning, followed by disinfection, is required for specific areas which have been contacted or touched by a suspected or confined case of COVID-19.

Disinfection – the Second Stage of the Process

Disinfection is required:
- When infection is suspected/confirmed.
- If there has been spillage of potentially infectious matter.
- Where organic matter or body fluids are present.

When disinfecting, always follow these guidelines:
- All products must be used in line with manufacturers’ instructions. Pay special attention to the concentration required, contact time, safe storage, shelf life of diluted product and expiry dates. The Control of Substances Hazardous to Health (COSHH) recommendations and product data sheets must also be adhered to.

- Cleaning and disinfection of public toilets, bathroom sinks and sanitary facilities used by several people must be carefully performed. A disinfectant effective against viruses should be used and its manufacturer’s instructions must be followed. See Table 1 on the following page.

- Employees engaged in environmental cleaning should wear uniforms. Note: These are not classed as PPE and should not be worn to or from work. Once removed, the uniform must be laundered appropriately.

- Equipment used for cleaning must be properly cleaned and disinfected (see Table 1 on the following page) at the end of every cleaning process. Where appropriate, PPE must be used. A risk assessment must be performed to determine the PPE required. This is addressed in more detail in Section 3.2.

- Hand hygiene should always be performed before and after putting on and removing all PPE items (e.g. aprons, gloves or mask). Further detail can be found HERE.

- Waste material produced during the cleaning process should be placed in the appropriate waste bins which must be pedal operated and lidded.

More information on cleaning standards can be found HERE. (Not all elements of this document will be relevant to a non-healthcare setting but some of the guidance within may be useful for your business).

NSAI checklist of what to do when a suspected case occurs.

Please see HERE for more information.

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.
**Table 1. Cleaning options for different settings. S: Suggested, O: Optional.**

<table>
<thead>
<tr>
<th></th>
<th>Healthcare setting</th>
<th>Non-healthcare setting</th>
<th>General settings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Surfaces</strong></td>
<td>• Neutral detergent AND • Virucidal disinfectant OR • 0.05% sodium hypochlorite OR 70% ethanol [S]</td>
<td>• Neutral detergent AND • Virucidal disinfectant OR • 0.05% sodium hypochlorite OR 70% ethanol [S]</td>
<td>• Neutral detergent [S]</td>
</tr>
<tr>
<td><strong>Toilets</strong></td>
<td>• Virucidal disinfectant OR • 0.05% sodium hypochlorite [S]</td>
<td>• Virucidal disinfectant OR • 0.05% sodium hypochlorite [S]</td>
<td></td>
</tr>
<tr>
<td><strong>Textiles</strong></td>
<td>• Hot-water cycle (90°C) AND • regular laundry detergent AND • Virucidal disinfectant OR • 0.1% sodium hypochlorite [S]</td>
<td>• Hot-water cycle (90°C) AND • regular laundry detergent AND • Virucidal disinfectant OR • 0.1% sodium hypochlorite [S]</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>Cleaning equipment</strong></td>
<td>• Single-use disposable OR • Non-disposable disinfected with: • Virucidal disinfectant OR • 0.05% sodium hypochlorite [S]</td>
<td>• Single-use disposable OR • Non-disposable disinfected with: • Virucidal disinfectant OR • 0.05% sodium hypochlorite [S]</td>
<td>• Single-use disposable OR • Non-disposable cleaned at the end of cleaning session [S]</td>
</tr>
<tr>
<td><strong>PPE for cleaning staff</strong></td>
<td>• Surgical mask • Disposable long-sleeved waterresistant gown • Gloves • FFP2 or 3 when cleaning facilities where AGP have been performed [S]</td>
<td>• Surgical mask • Uniform and plastic apron • Gloves • FFP2 or 3 when cleaning facilities where AGP have been performed [S]</td>
<td>• Uniform • Gloves [S]</td>
</tr>
<tr>
<td><strong>Waste management</strong></td>
<td>• Infectious clinical waste category B (UN3291) [S]</td>
<td>• In a separate bag in the unsorted garbage [S]</td>
<td>• Unsorted garbage [S]</td>
</tr>
</tbody>
</table>

The ECDC Technical Report recommendations on the disinfection of environments contaminated with COVID-19

For more, see ECDC REPORT HERE.

**2.5 Legionella**

For some places of work such as hotels, leisure facilities, etc, the business needs to put in place control measures to avoid the potential for Legionnaires’ disease before re-opening.

Further advice on the prevention of Legionnaires’ disease after the COVID-19 Pandemic is available HERE.

**2.6 Signage**

Signage must be displayed throughout the workplace to keep your employees updated with all Government instructions/information relating to COVID-19. These images/posters can be downloaded HERE.

The guidelines can cover the workplace as well as general health and safety measures. Seeing these signs displayed helps to ensure employees do not become complacent and are kept aware of any new guidelines.

**REMEMBER:**
- Avoid touching your eyes, nose, or mouth.
- Do not share objects such as cups or pens.
- If you need posters or booklets in other languages for your employees or guests and visitors, a number of options are available HERE.
3. Hygiene/HACCP

HACCP based procedures are required for food safety and not for the prevention of COVID-19

3.1 Cleaning of Communal Areas

All work areas must be cleaned at regular intervals or as required using disinfectants to kill germs and stop the spread of disease. Currently there is no requirement to intensify the level of disinfection these areas receive beyond the routine cleaning - simply increase the frequency of cleaning.

For more information, see HERE.
View Page 15 of the Return to Work Safely Protocol HERE.

Recommendations:

- Frequently touched surfaces must be cleaned regularly in line with current HSE and Government guidance. Ensure that door handles, reception, countertops, doorknobs, light switches, toilet seats and sink taps etc. are visibly clean at all times and cleaned at least twice daily.

- Implement modified cleaning intervals for rooms and work areas. This applies especially to washroom facilities and communal spaces. Cleaning must be performed at least twice per day and whenever facilities are visibly dirty. Please see HERE for more information.

- Keep using the cleaning products usually used in these areas and follow the manufacturer’s instructions.

- For specific areas where a suspected or confirmed case of COVID-19 has been in contact, cleaning followed by disinfection is best practice for the prevention of COVID-19 and other viral respiratory illnesses in community settings.

REMEMBER:

Current evidence suggests COVID-19 can survive on surfaces from hours and on some materials for days. More information about this can be found HERE.

Further information on HACCP, food safety and guidance documents can be found on the Food Safety Authority of Ireland website: WWW.FSAI.IE

3.2 Cleaning/Disinfection of all Premises

Using 0.1% sodium hypochlorite (dilution of 1:50 if using household bleach with a concentration of 5%), after cleaning with a neutral detergent, is recommended by the European Centre for Disease Prevention and Control for disinfection purposes.

For surfaces that could potentially be damaged by sodium hypochlorite, the ECDC recommends the use of 70% concentration of ethanol to disinfect following the cleaning with a natural detergent.

- If a suspected/confirmed case had been in contact with any areas/rooms including communal areas or they have used the toilet or bathroom facilities, these areas must be cleaned and disinfected appropriately, paying particular attention to frequently touched areas.

The National Standards Authority recommends taking the following steps when cleaning/disinfecting rooms in which a suspected COVID-19 case was isolated.

- The area must be kept closed – no one should enter the room until it has been well ventilated (i.e. the window left open if there is one) for a minimum of 1 hour. Only then can cleaning and disinfection commence. Ensure that the room/area is not used until it has been thoroughly disinfected.

- Employees who clean and disinfect any area after a suspected or confirmed COVID-19 case was present must wear Personal Protective Equipment (PPE). A risk assessment will determine what PPE is required. This could include:
  - Face mask
  - Plastic apron
  - Gloves

Note: All these items are single-use.

- HAND HYGIENE in line with Government Public Health advice must always be performed before and after putting on and removing all items of PPE (aprons, gloves or mask). Also, always refrain from touching your face when cleaning.

- Leave the window open, if possible.

- It’s recommended to use single-use or disposable cleaning equipment.

- When using items that are not ‘single-use’, you should change these items as required and when moving from different spaces, for example, moving from a public space to an employee-only area. Equipment used in the disinfection process must be disinfected appropriately – see Table 1 on page 10.

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Clean the entire contents of the room/area. Careful consideration must be given to all areas of the room including infrequently and frequently touched areas and all accessible surfaces including:
- Light switches
- Taps & toilet flush handle bowl
- Door handles
- Chairs
- Remote controls
- Window handles
- Telephones
- Bathroom surfaces, etc.

Normal diligence is required when cleaning spillages, organic matter and bodily fluids. All areas should be also appropriately disinfected.

Place all waste (including an individual’s used tissues, masks and the waste material produced during the disinfection process) into an appropriate plastic rubbish bag and tie it closed.

When finished, remove and discard your gloves into the waste bag and wash your hands immediately. If your apron is visibly contaminated, dirty, wet or damaged, remove and discard it (avoid touching the front of the apron) into the waste bag. Then clean your hands immediately. If your apron is visibly clean, dry and intact, leave it on for the next step.

Put on a new pair of gloves (and apron if it has been removed) and place the plastic waste bag into a second plastic bag and tie it. Remove your gloves, discard appropriately and clean your hands.

Remove apron (avoid touching the front of the apron), discard appropriately and clean your hands.

Remove the face mask, discard appropriately and clean your hands.

Equipment used for disinfection must be appropriately disinfected:
- at the end of this process
- if the items become visibly contaminated
- at the end of each day – see Table 1 on page 10.

Once the room has been cleaned and disinfected and all areas are dry, the room can be put back into use.

Note: There is no need to clean the carpet unless there has been a spillage.

For NSAI recommendations, see [HERE](#).

For European Centre for Disease Control recommendations, see [HERE](#).

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3.3 Prevention of Cross-Contamination

The potential for cross-contamination is greater where there are many surface contact points. Examples of such locations include lifts, stairs, reception, toilets or delivery areas etc. Various steps can be taken to prevent any further cross-contamination including:

- Using multiple entry points if possible, depending on business size.
- Not sharing objects e.g. cups, pens, utensils etc. Instead, assign their own cutlery to individual employees rather than letting them share.
- Requiring that maintenance workers arriving at your business to use their own pen to sign in rather than using a shared pen.
- Installing hand sanitiser dispensers at all entry/exit points of the business.
- Minimising touch points and taking a ‘hands-free’ approach where possible.
- Working in small teams of two, where possible. Ideally (in the case of housekeeping for example), having two people working together will assist with physical distancing practices and therefore reduce the risk of infection.

3.4 Managing Deliveries

- Agree a delivery protocol with suppliers and ensure hand hygiene facilities are available for delivery drivers.
- Adhere to HACCP guidelines for all food deliveries.
- Arrange with suppliers to put paperless delivery acceptance and acknowledgements in place, if possible.

In summary, to help prevent the spread of COVID-19, follow good hygiene practices including:

- Promoting employee and guest hygiene practices.
- Arranging for the additional cleaning of communal areas.
- Ensuring that appropriate, sufficient and well-maintained hand hygiene facilities are available.
- Providing employees with the appropriate education and training required to carry out their day-to-day tasks safely.
- Displaying up-to-date signage and posters.
- Providing employees with the sufficient equipment to carry out appropriate disinfection practices.
4. Definitions

Business Continuity Planning Checklist
This is a list of some of the key risks to your business activities during the outbreak of COVID-19 and/or the preparatory actions that can be taken in response.

Close/Direct Contact
- Any individual who has had greater than 15 minutes face-to-face (<2 metres distance*) contact with a case, in any setting.
- Household contacts defined as living or sleeping in the same home, individuals in shared accommodation sharing kitchen or bathroom facilities and sexual partners.
- Passengers on an aircraft sitting within two seats (in any direction) of the confirmed case, travel companions or persons providing care, and crew members serving in the section of the aircraft where the individual was seated.
- Contacts who shared a space (e.g. office and training settings and any sort of large conveyance) with a confirmed case for >2 hours. In this case, a risk assessment is undertaken which considers the size of the room, ventilation and the distance from the case.

Contact Tracing
The process of identifying persons (“contacts”) who may have come in contact with an infected person and subsequent collection of further information about them.

Coronavirus
The name for the family of disease that includes COVID-19.

COVID-19
The new name for a new disease and is an abbreviated form of ‘coronavirus disease 2019’.

Customer/Supplier Prioritisation
Identifying the key suppliers/customers who you need to work with as a priority for your and their business.

Direct Contact Log
A person-to-person contact log of all on-site employees can assist in contact tracing if positive cases arise.

ECDC
The European Centre for Disease Prevention and Control is an independent agency of the European Union whose mission is to strengthen Europe’s defence against infectious disease.

HACCP
Hazard Analysis and Critical Control Point.

HPSC
The Health Protection Surveillance Centre (formally known as the National Disease Surveillance Centre) is Ireland’s specialist agency for surveillance of communicable diseases. The HPSC is part of the HSE.

HSE
The Health Services Executive provides Public Health & social care services to everyone living in Ireland.

Isolation
The separation of infected individuals from healthy individuals.

NSAI
The National Standards Authority of Ireland provides Ireland’s official standards across business and Government.

Restricted Movement
The separation of well persons who have been exposed to the infection from other well persons during an illness’s incubation period.

Risk Assessment
The overall process of risk identification, risk analysis and risk evaluation.
**PPE**
Personal Protective Equipment, e.g., disposable gloves, surgical face masks, disposable aprons and eye protections.

**Physical Distancing (Social Distancing)**
The practice of implementing measures to maintain safe distance for preventing the spread of disease.

**Restricted Movement & Self-Isolation**
The avoidance of contact with other individuals for a period of time during the outbreak of a contagious disease. This usually involves remaining in one’s home/room and limiting contact with family members.

**Sodium Hypochlorite**
This is a chlorine-based cleaning product, commonly used in household bleach.

**Treatment**
Medical treatment for COVID-19 symptoms and/or related complications.

More information on these definitions can be found [HERE](#).

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### 5. Useful Reference Documents

- **EDCD REPORT – INTERIM GUIDANCE FOR ENVIRONMENTAL CLEANING IN NON-HEALTHCARE FACILITIES EXPOSED TO SARS-COV-2.**
- **NSAI REPORT – COVID-19 RETAIL PROTECTION AND IMPROVEMENT GUIDE.**
- **NSAI COVID-19 WORKPLACE PROTECTION AND IMPROVEMENT GUIDE.**
- **HSE GUIDELINES RELATING TO PHYSICAL DISTANCING, HAND HYGIENE ETC. IN RELATION TO COVID-19.**
- **FSAI GUIDELINES AND UPDATES WWW.FSAI.IE.**
- **THE RETURN TO WORK SAFELY PROTOCOL.**
- **POSTERS, LEAFLETS AND OTHER INFORMATION RESOURCES.**
- **CONSTRUCTION INDUSTRY FEDERATION – CONSTRUCTION SECTOR C-19 PANDEMIC SOPS V1.**
- **LAW SOCIETY OF IRELAND COVID-19: GUIDANCE FOR LEGAL WORKPLACES – 16 MARCH 2020.**
- **WHO COVID-19 OPERATIONAL CONSIDERATIONS FOR ACCOMMODATION.**
- **CUSHMAN & WAKEFIELD HOW-TO GUIDE FOR REOPENING WORKPLACES.**

*Current physical distancing guidance is in line with Public Health advice. This document will evolve to reflect new Public Health advice and changes to protocols as and when they emerge.*
6. Sector-Specific guidelines

A set of practical guidelines has been created for each of sectors listed below that details the pre-opening process and gives operational guidelines when your business re-opens.

6.1 Hotels & Guesthouses
To view the individual operational guidelines for Hotels & Guesthouses, please click [HERE](#).

6.2 Self-Catering Properties
To view the individual operational guidelines for the Self-Catering Properties sector, please click [HERE](#).

6.3 Caravan & Camping Parks
To view the individual operational guidelines for the Caravan & Camping sector, please click [HERE](#).

6.4 Activity Providers
To view the individual operational guidelines for the Activity Providers sector, please click [HERE](#).

6.5 Visitor Attractions
To view the individual operational guidelines for Visitor Attractions, please click [HERE](#).

6.6 Restaurants & Cafés
To view the individual operational guidelines for Restaurants, please click [HERE](#).

6.7 B&B and Historic Houses
To view the individual operational guidelines for B&B and Historic Houses, please click [HERE](#).

6.8 Pubs
To view the individual operational guidelines for Pubs please click [HERE](#).

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7. **Welcome Standard Properties**

Fáilte Ireland’s Welcome Standard properties cover a vast variety of styles of accommodation. Please click on the link below that is most relevant to your style of property.

If your property is similar to a **Self-Catering** style of accommodation, please click [HERE](#).

If your property is similar to a **Camping** style of accommodation, please click [HERE](#).

If your property is similar to a **large Bed & Breakfast** style of accommodation, please click [HERE](#).

If your property is similar to a **Bed & Breakfast** style accommodation please click [HERE](#).
All guidelines have been developed in line with the Government’s Roadmap for Reopening Society and Business and the Return to Work Safely Protocol, based on the latest health guidance available from the Department of Health and the HSE. The links to latest guidelines will be included throughout all documents.

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visit www.failteireland.ie
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business.supports@failteireland.ie
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