

GUIDELINES FOR HOSPITALITY SECTOR BUSINESS RE- OPENING DURING COVID 19



May 2020

Background

On 14th March 2020, the Government of Rwanda considered a total lockdown as a strategic measure to limit the spread of COVID 19 Pandemic across the country. Services falling under the hospitality industry (hotels, restaurants, lodges, motels and bars) among others were halted, with only take-away services allowed.

The preventive measures announced by the Government of Rwanda under the Ministry of Health have been rigorously observed, especially frequent hand-washing, social distancing, wearing of face masks in public and in multi-family compounds in addition to staying at home," Guma Murugo".

This document highlights the requirements and standards that will be used for hospitality establishments during this period in which the spread of COVID 19 is still rampant. The standards or guidelines emphasizes in addition to the Ministry of Health preventive measure guidelines to ensure the security and safety of food chain is maintained and enough production is available for customer satisfaction.

These standards/guidelines will guide hospitality owners/managers to fulfill measures to re-opening for business continuity during this period of Covid- 19 pandemic.

This followed constant review of the pandemic situation improvement countrywide, after which the cabinet meeting that was held on 30th April 2020 recommended re-opening of some business activities trying to bring the country to normal and efforts towards economic recovery.

1. Activities considered for re-opening

- i. All accommodation establishments
- ii. All restaurants and cafes – based on tourism operating license or occupational permit from districts or city of Kigali.
- iii. Home delivery of food and beverages from restaurants.

Note: Entities allowed to operate must have their legal business activity indicated as accommodation, restaurants or cafes, in their legal documents such as a certificate of incorporation, tourism operating license or occupancy permit, issued by a competent authority (Such as City of Kigali or Districts)

2. Activities to remain closed

- i. Night clubs – All night club activities to remain closed as continuous COVID 19 spread slows down and continuous monitoring of the situation;
- ii. Live bands, karaoke, and all other entertainment activities within hotels, bars and restaurants to remain closed;
- iii. Recreational activities (sauna, massage, swimming pool, gym, pool games, within hospitality establishments to remain closed;

3. Guidelines to follow before re-opening and during operations during COVID 19 outbreak

Following the recent cabinet meeting held on 30th April 2020, Hotels and Restaurants were allowed to re-open and carry daily activities from 6am - 7PM.

All establishments towards re-opening during the period of Covid-19 pandemic must undertake the following measures:

3.1. Timing

- i. Opening hours: 6am to 7pm.
- ii. Non-resident staff should be allowed to conclude work in time to be at their respective homes by 8pm.
- iii. In-house guests may receive room services beyond 7pm, as long as staff providing these services are resident within the hotels.
- iv. Restaurants operating within a hotel must also close by 7pm.

3.2. Hygiene and sanitation measures:



- i. Adequate hand-washing facilities must be availed at all entrances and across public areas. These include “Kandagira Ukarabe”, with enough soap and water or hand-sanitizers that meet the required standards;
- ii. No client should be permitted to enter the establishment if they have not washed their hands;
- iii. All laundry materials should be disinfected after washing;
- iv. Possess up-to-date medical certificates for all food handlers and housekeeping staff;
- v. COVID-19 screening should be undertaken for all staff daily, with proper records kept. This is temperature checks, and surveys on recent medical history;
- vi. Use hot water and appropriate disinfectant detergents for dishes, linen and floors;
- vii. Situate well-displayed Notices to all customers and staff on how to stop the spread of COVID-19 including constant hand washing and physical distancing.

3.3. Use of masks

All staff must wear masks while at work all time;

- i. Employers must provide staff with masks while on duty.
- ii. All staff must wear masks at all times while on duty and in public places
- iii. Employers must hold sessions with staff to educate them on how best to put on, use, take off and dispose of a mask, using guidelines of the World Health Organization.
- iv. Clients who are not wearing masks must not be admitted into the premises.
- v. Clients may take off masks while eating and drinking, at their table, but must wear them before they leave their table to walk to other parts of the premises or as they depart.



World Health
Organization

How to **put on, use,** **take off and dispose** of a mask

1



Before putting on a mask, wash hands with alcohol-based hand rub or soap and water

2



Cover mouth and nose with mask and make sure there are no gaps between your face and the mask

Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water

3



Replace the mask with a new one as soon as it is damp and do not re-use single-use masks

4



To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; wash hands with alcohol-based hand rub or soap and water

Adapted from WHO.

3.4. Use of gloves

Use of disposable gloves is recommended for those who are handling food, especially foods to be eaten raw. However, wearing of gloves can allow bacteria to build up on the surface of the gloves and hands, so handwashing is extremely important when gloves are removed to avoid subsequent contamination of food.

IMPORTANT INFORMATION FOR CATERING STAFF
GLOVE GUIDELINES

1. Wear food service gloves or use sanitary utensils or deli tissue when handling ready-to-eat foods.
2. Wash your hands before putting on gloves.
3. Change gloves when you would need to wash your hands;
 - After touching your body.
 - After using the toilet.
 - After eating or drinking.
 - After handling raw food.
 - After handling dirty equipment or utensils.
 - After any activities that contaminate your gloves.
4. Remove your gloves before washing hands.

The following measures and practices must be implemented during use of disposable gloves:

- i. Use of disposable gloves is recommended for staff that are handling food, especially food to be eaten raw like salads.
- ii. Gloves can allow bacteria to build up on the surface on the surface of the gloves and hands, so the following guidelines are important to ensure hygienic use of gloves:
 - a. Wash your hands well before putting on gloves, with warm and adequate running water or hand-sanitizers.
 - b. Gloves must be changed frequently and hands washed between gloves changes, and when gloves are removed.
 - c. Avoid touching mouth, nose and eyes when wearing gloves

- d. Gloves must be changed after carrying out non-food related activities, such as opening/closing doors by hand, emptying bins, handling dirty equipment, using the toilet, after touching you and after eating or drinking.
- iii. Removal of gloves must be done carefully, to avoid touching the outside parts, which have had exposure to contamination.
- iv. Employers must have hold sessions with staff to educate them on propose use and disposal of gloves.

Removing gloves



3.5. Housekeeping and guestrooms



- i. All accommodation entities to ensure every checkout guest room is disinfected after guest use and deep cleaning is conducted;
- ii. Proper- housekeeping, cleaning and disinfecting of all guestroom, linen, blankets, pillows (not just pillow cases), mattress protectors and mats, carpets;
- iii. Maximize allowing natural fresh Air and sunlight by opening windows. Use of artificial air conditioning should be discouraged.

3.6. Waste management



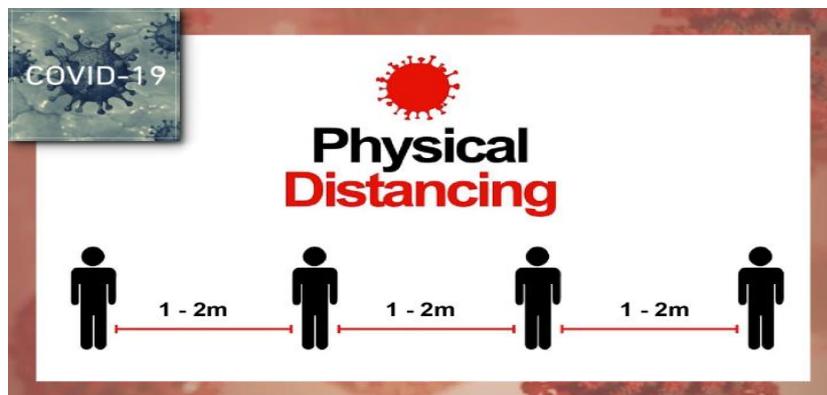
Hotels and restaurants, especially in their Kitchen' operations, produce a variety of waste which will require different disposal methods, such as removal of glass, knives and disposal of chemical waste. Some of the most common types of kitchen waste that is handled include:

- ✓ All types of food waste,
- ✓ Plastics, Glass and Knives and dangerous items
- ✓ Chemical waste and Liquid waste as well as Catering waste
- ✓ COVID 19 related items (masks, gloves,...)

Below measures should be observed:

- i. Hotels must ensure proper waste management procedures are observed by not mixing different types of wasted
- ii. **Special attention should be paid to handling COVID 19 preventive used items to avoid cross contamination** – all COVID 19 preventive equipment in use (masks and gloves) should be disposed separately from other waste and follow guidance on disposal from Rwanda Environment Management Authority (REMA)

3.7. Physical distancing



Physical distancing, also called **Social distancing** is a set of non-pharmaceutical interventions or measures taken to prevent the spread of a contagious disease maintaining a physical distance between people and reducing the number of times people come into close contact with each other. It typically involves keeping a certain distance from others (the distance specified may differ from time to time and country to country) and avoiding gathering together in large groups. By reducing the probability that a given uninfected person will come into physical contact with an infected person, then can be suppressed, resulting in fewer deaths.

The following will guide operators, staff and customers to maintain physical distancing during operations in COVID 19:

3.8. General aspects

- i. Physical distancing of between 1-2m should be observed at all times and by all staff and customers
- ii. All entities to have a floor plan before re-opening to ensure social distancing as well as the minimum number of staff required
- iii. Dining tables should be well set leaving at least 2 meters between them;
- iv. All customers to be served while seated. Standing customers in restaurants or dining areas are not allowed.

3.9. Security searches

- i. Security at the gates and search points should wear gloves and masks at all time
- ii. Security officers are encouraged to not touch people or cars.
- iii. Customers should open their cars for security officer to look into, and if it is a handbag or any bag the customer opens themselves for security to look through;
- iv. Security officers must ensure constant use of sanitizer;
- v. If it happens security officer touch a person or vehicle, the gloves should be immediately removed and wash hands before putting on another glove

3.10 Extra cautions and monitoring:

- i. Permanent supervision for implementation of sanitary and hygienic measures;
- ii. Regular screening and medical checkup of all staff;
- iii. Screening of customers for temperature should be done at all time and all entities to appoint someone in charge of screening and reporting when necessary;
- iv. Electronic Payments are recommended

3.11 Guidelines Enforcement & monitoring

- i. The responsibility for enforcing the above measures lies on the establishment management –for each shift there shall be someone responsible for monitoring implementation of guidelines;
- ii. Rwanda Development Board;
- iii. Local Government authorities, especially at sector level;
- iv. Rwanda National Police;
- v. Rwanda Standards Board;
- vi. Ministry of Health, through hospital and district hygiene officers.