



## Post COVID - 19 Jordan Hotels Operational Protocols

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**The Jordan Hotels Association cares for the interests of its members and supports them in the circumstances the country is facing under the Coronavirus. In order to ensure the safety of workers and guests in hotel facilities, the Association will cooperate with the Ministry of Tourism and Antiquities by running an awareness and training campaign that includes all hotel establishments of various classifications all around the Kingdom. This campaign will provide hotels with logistical and technical support. It will train staff on how to use disinfectants according to the standards issued by the Jordanian Ministry of Health and in line with the requirements of the World Health Organization while also keeping individuals safe as they carry out this disinfection process. Once all hotel facilities are disinfected, the Jordan Hotels Association will review the disinfection procedures with the approval of internationally accredited companies in preparation for a good season of tourism.**

**The recovery process will begin through internal and regional tourism while taking into account the creation of areas and beaches that are clean and free of the virus. The touristic destination will have to be ready to receive visitors who should feel safe. Accordingly, a number of hotel accommodation regulations will be adopted in coordination with the Ministry of Tourism and Antiquities and the Ministry of Health based on the guidelines of the World Health Organization that would grant these facilities a health fitness certificate.**

**The standards listed in this document are supplementary procedures that should be adopted alongside those already adopted and implemented by hotels.**

**Refer to numerics next to some standards that are addressed at the end of that page.**

*1-Subject to MoTA approval*

*2- Optional practice*

*3- Refer to MoH Regulations*

*4- Refer to MoE Regulations*

*This document is prepared by the Jordan Hotels Association (JHA) team.*

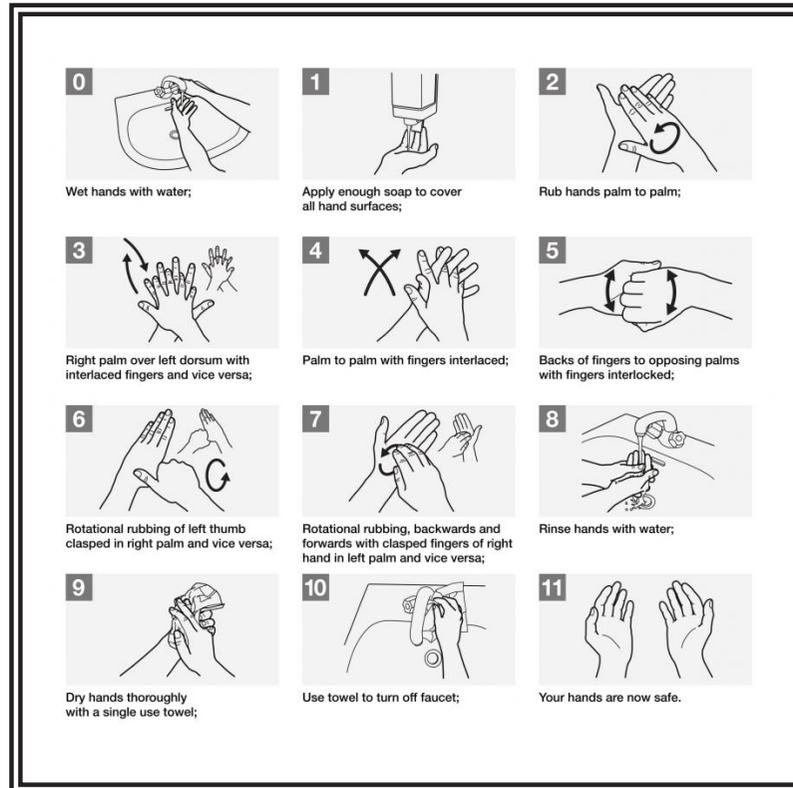
*We have included regulations from the Jordanian Ministry of Health, Ministry of Tourism and Antiquities, Ministry of Environment and best practices from UNWTO and international hotel chains. Thanks to the input and the contribution of many hotel General Managers in Jordan. This document is a guideline with basic guidance. It will be revised as the situation evolves and more effective information becomes available.*

*Updates will be shared as numbered Annexes referring to the above title. For all inquiries please contact us on gm@johotels.org and Hotels Standards Specialist on pathways@johotels.org*

**All the Best**

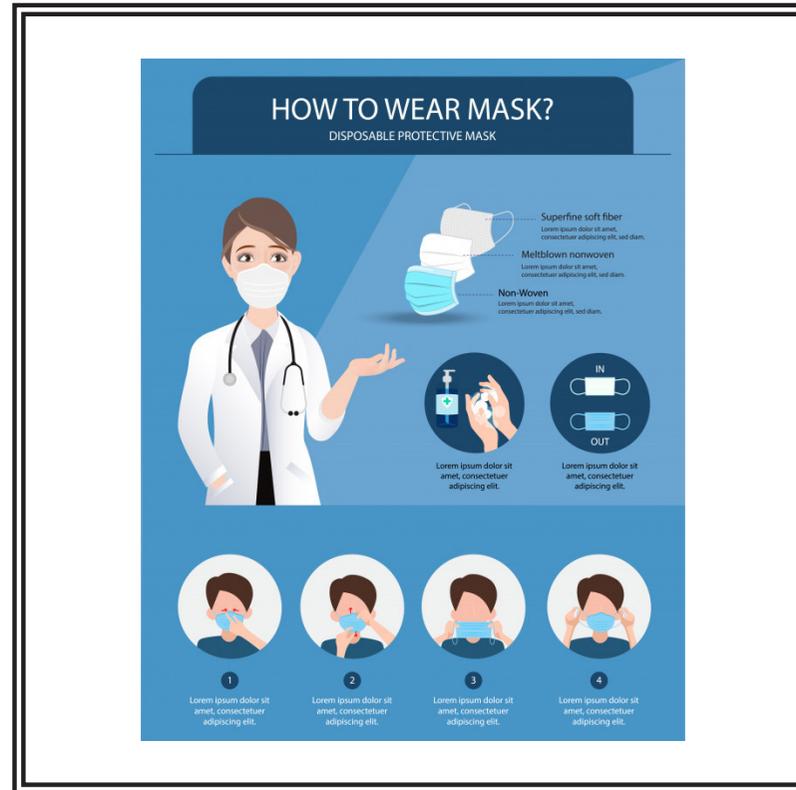
**Vatché Yergatian  
General Manager**

## Hygiene Procedure Recommendations



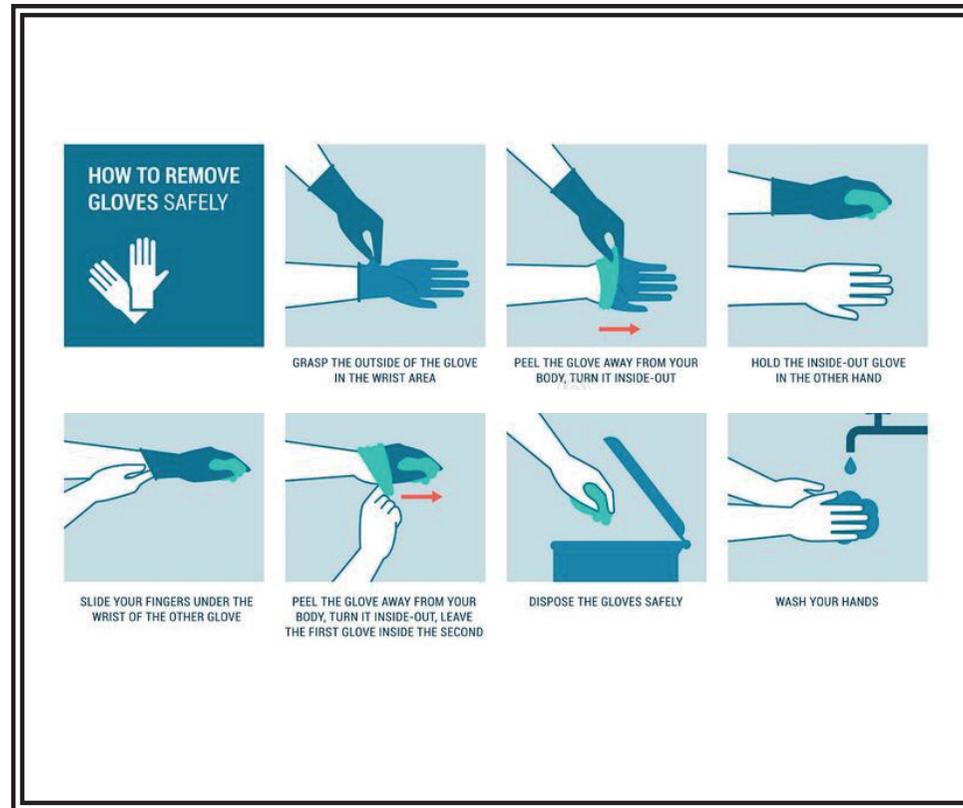
## Recommendations for Handwashing

## Hygiene Procedure Recommendations



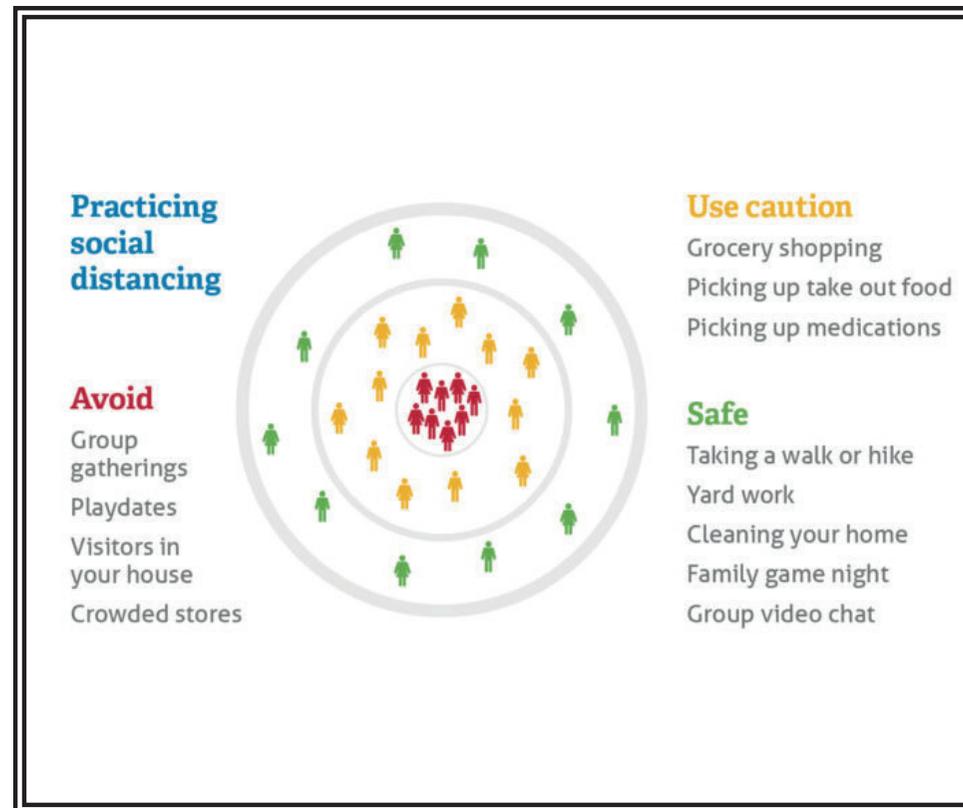
## Recommendations for Wearing Masks

## Hygiene Procedure Recommendations



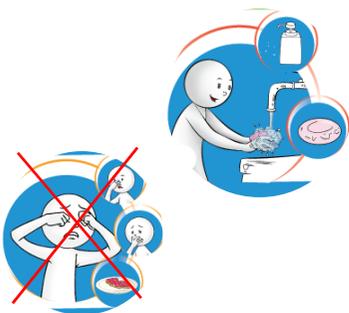
### Recommendations for Removing Gloves

## Hygiene Procedure Recommendations



### Recommendations for Practicing Social Distancing

## Departmental Awareness and Development of General and Specific Deliverables



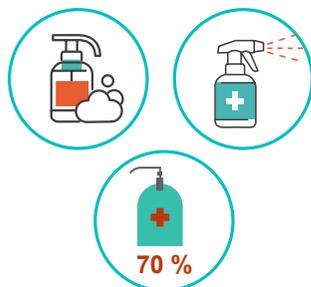
- Training employees to clean and sterilize the facilities for approval as a Coronavirus free area
- Communication should be maintained between Management and staff. An information policy for guests has to be pre-defined so as to rapidly provide and obtain information on incidents that may arise in the establishment and to know the status of the situation at all times.
- Providing guidelines to the staff on how they should communicate the action plan to guests and to other stakeholders can ensure consistency.
- Short documents or informative posters can amplify the key messages among guests and staff, including the promotion of handwashing (at least 20 seconds, all parts of the hand); respiratory hygiene; and coughing etiquette.

## Cleaning



- Wearing gloves when performing the cleaning and sterilization process
- Cleaning surfaces with soap and water and then performing the disinfection process to eliminate germs
- Frequently touched surfaces should be cleaned routinely
- Cleaning and sterilizing surfaces and tools in public places, such as carts, keyboards, door handles, dining tables, telephones, menus etc. and sterilizing them before each use

## Sterilization



- It is recommended to use disinfectants and to follow the instructions on the container to ensure protection and the effective use of the product
- Diluted bleaching solutions can be used if appropriate for the surface.
- Checking the label on the container to confirm that the bleach is intended for disinfection and that it has not expired
- Non-expired bleaching solutions are effective against Coronavirus when properly diluted
- The bleach should not be mixed with any other detergent
- Post COVID19- Jordan Hotels Operational Protocols
- Disinfecting with bleaching solutions is effective for 24 hours
- Disinfection can be done by using %70 alcohol solutions

## Soft surfaces such as floors, carpets, curtains

- Cleaning surfaces with soap and water or with cleaners that are suitable for use on these surfaces
- Using warm water and dry-cleaning materials
- Electronics such as tablets, touch screens, keyboards, remote controls, and ATM machines
- Covering electronics with material that can be wiped
- Using wipes or sprays that contain at least %70 alcohol, so that the surface is completely dry



## Washing clothes, towels and linens

- Use warm water and completely dry materials
- Wear disposable gloves when handling the dirty laundry of an infected person
- Care should be taken not to mix the clothes of an infected person with the clothes of other people
- Remove gloves and wash your hands immediately

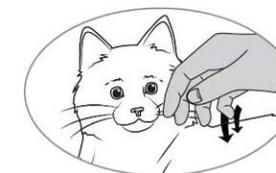
## Cleaning and sterilizing the building or facility if a person is infected

- Closing off the areas used by the infected person
- Opening external doors and windows to increase air circulation in the area
- Waiting 24 hours before cleaning or sterilizing, or waiting as long as possible
- Cleaning and disinfecting all areas used by the infected person, such as offices, restrooms, common areas and shared electronic devices such as tablets, touch screens, keyboards, remote controls and ATM machines
- Once properly disinfected, the area can be opened for use
- Post COVID19- Jordan Hotels Operational Protocols
- Workers who do not have close contact with the infected person can return to work immediately after disinfection and/or as instructed by the health authorities



## Additional basic times for washing hands include:

- After blowing your nose, coughing or sneezing
- After using the restroom
- Before eating or preparing food
- After coming into contact with animals or pets



Before and after providing routine care to another person who needs help such as a child

Management should make sure to train their staff on all above mentioned points, while closely monitoring and working with different departments to make sure instructions and policies cover the safety of all.

## Waste Management Instructions



Waste management is the collection, transportation, and disposal of garbage, sewage, and other waste products. Waste management encompasses management of all processes and resources for proper handling of waste materials, from maintenance of waste transport trucks and dumping facilities to compliance with health codes and environmental regulations.

**The following are the procedures for disposing the quarantine waste from hotels as recommended by the Ministry of Environment <sup>4</sup> :**

- Allocate a trained and qualified team to collect waste to be provided with all safety procedures in which personal protective equipment such as masks, long-sleeved clothes are used with a headscarf, gloves, protective goggles and shoes appropriate to protect workers
- Distributing bags to the affected person rooms to fill waste from their rooms throughout the day
- Waste bags shouldn't be filled with waste for more than two thirds of its size
- Close the bags tightly when they are full to the permissible level by attaching the neck with adhesive or self-closing plastic tapes
- After closing it, put the bag in another bag to avoid leakage of waste
- Collect the waste from the infected guest rooms to a specified site
- Waste collection and transportation from quarantine sites through the Greater Amman Municipality or one of the approved companies for this purpose.
- Place a barrier or a hedgerow to prevent animals and birds from reaching the sites that are designated for waste collection
- Sterilizing the vehicle that transports the waste immediately after the emptying process by using sterilizers approved by the Jordan Food and Drug Administration .

1-Subject to MoTA approval

2- Optional practice

3- Refer to MoH Regulations

4- Refer to MoE Regulations

## Standards of hotel entrance and public areas



- Making sure that the whole facility has been completely sterilized by an accredited authority before operation,
- Providing mechanisms, procedures and organizational guidelines and banners to emphasize the importance of adhering to the principles of social distancing
- Allocate a clinic and a doctor at each hotel<sup>3</sup>
- Checking the quality of personal protective equipment (PPE) and sterilizing materials
- Banning parties and weddings inside the hotel <sup>1</sup>
- Banning all types of nightly activities at the hotel <sup>1</sup>
- Dedicating a hotel floor to quarantine for confirmed and suspected cases<sup>2</sup>
- Providing a safe way to get rid of the facility's waste of all kinds <sup>3- 4</sup>
- Suspending all valet parking services during this period
- Treating used personal protective equipment (PPE) (such as protective gowns, masks, gloves, etc.) as hazardous waste and putting them in the designated red biohazard bags
- Ensuring the availability of hand sanitizers, gloves and masks at every point of entry and exit
- Ensuring the regular sterilization of all entrances and surfaces that are considered high traffic areas
- Marking social distancing spaces clearly on floors
- Disabling all touch screens available within the facilities
- Measuring guests temperatures upon every entry or it is recommended that the facility be equipped with thermal scanners installed in the hallway or at the entrances to food and beverage outlets to ensure that everyone passes through a thermal examination<sup>2</sup>.
- Using electronic payment methods in sales operations
- Keeping dedicated cleaners in restrooms to sanitize them after every use
- Regularly sanitizing all entrances and surfaces considered to be high traffic areas and areas of frequent contact

1-Subject to MoTA approval

2- Optional practice

3- Refer to MoH Regulations

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- Emptying waste bins regularly
- Switching off electric hand dryers
- Disinfecting wipes to be placed within the toilet/ restroom area<sup>2</sup>
- Posters with COVID-19 information to be displayed in the lobby in different locations and in several languages<sup>2</sup>
- All flyers, brochures, magazines, etc. should be removed from the hotel entrance or lobby
- Plexiglass counter walls or partitions must be installed at front desk counters<sup>2</sup>
- Stop providing guests with wet towels upon arrival
- Employees should avoid sharing work tools
- Work tools such as pens, phones, room cards, keyboard, tablets... etc. should be disinfected after each use
- The registration procedure should be changed to be completed electronically or through an application installed on mobile phones or with single use pens <sup>2</sup>
- Credit card machines must be wiped after every transaction
- Luggage handles and trolleys must be cleaned and disinfected by hotel bellboy when guests enter the hotel
- Disinfecting all public areas regularly
- Placing sterile floor mats at the entrance of the hotel facility to disinfect shoes before entering the building
- Avoiding the use of manual inspection methods of people and depending on remote inspection devices without contacting customers as much as possible .

1-Subject to MoTA approval

2- Optional practice

3- Refer to MoH Regulations

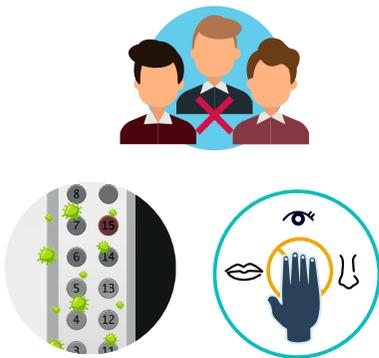
4- Refer to MoE Regulations

## Standards for Front Office and Concierge



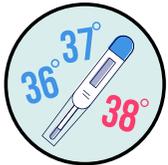
- Having sufficient knowledge about Covid-19 by conducting a Departmental Awareness and Development, refer to section (3)
- Having the ability to tell a guest who has respiratory symptoms to stay in the room until he or she is examined by a doctor
- Information about travel to and from countries where Covid-19 is spread should be available
- Providing the phone numbers of health authorities, medical centers, public and private hospitals and help centers for use whenever there is the possibility that a guest may be affected
- The front desk area should contain a medical package such as wipes, facemasks, gloves, a full-length long-sleeved gown, a garbage bag to eliminate bio-hazardous material in locations assigned as per regulations of the Ministries of Health and the Environment.
- Guests and employees should not shake hands, and hands should be cleaned by rubbing them with alcohol or by washing them with soap and water
- Hands must be cleaned after exchanging items like money and credit cards
- Place a basket in the lobby discretely to dispose personal Protective equipment (PPE).

## Elevators



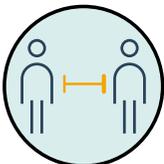
- Practice social distancing
- Do not touch your face after touching elevator buttons
- Wash hands with soap or use disinfectant or alcohol
- Avoid overcrowding elevators
- Do not lean on elevator walls
- There should be signs to shows people how they could stand in the proper positions, for example those standing next to the walls should face the wall and those standing in the middle should not face each other
- Only 30% of the elevator capacity is to be used by guests .

## Standards for Staff



- Follow the percentage of workforce recommended by MoTA, MoH, MoL and Hotel management <sup>1,3</sup>
- Having sufficient knowledge about Covid-19 by conducting a Departmental Awareness and Development, refer to section (3)
- Ensuring that workers obtain a certificate proving that they are free of the virus before starting work at the facility
- Measuring workers' temperatures daily
- Providing private housing and quarantine areas for workers <sup>2</sup>
- Maintaining a daily updated list of sick leave for staff, the cause of the leave and the expected return date
- Ensuring that employees wear masks and gloves and cover their hair completely before entering the work area
- Leaving a safety distance among employees .
- Placing warning signs that commit workers in all facilities to continuous disinfection, spacing, wearing masks, washing hands frequently as well as washing utensils.
- Installing a disinfecting machine at the staff entrance.

## Staff Lockers and Changing Facilities



- Ensure cleaning of surfaces and touch points
- Soap, hand sanitizer and disposable paper towel dispensers and restrooms etc., must be checked and cleaned several times per day
- Switching off or removing electric hand dryers
- Organizing the numbers of employees working in every shift in such a way that social distancing is maintained
- Employees' uniforms must be washed daily .

1-Subject to MoTA approval

2- Optional practice

3- Refer to MoH Regulations

4- Refer to MoE Regulations

## Staff Cafeteria



- Employees must leave a safety distance among themselves
- Cleaning and sanitizing the cafeteria after each use on a daily basis
- Ensuring that the cafeterias are not occupied by more than 30% of the employees
- Buffet service is not allowed .

## Standards for Guests

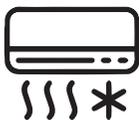


- Installing a disinfecting machine at the hotel entrance
- Sterilizing guests' luggage before arriving at the hotel and departure
- Asking all visitors to wear masks and gloves
- Encouraging visitors to use electronic payment methods .

## Technical and Maintenance Services Standards



- Having sufficient knowledge about Covid-19 by conducting a Departmental Awareness and Development, refer to section (3)
- All water supply should be treated as per local country regulations and standards
- Checking dishwashers and washing machines for proper performance especially the temperature function
- Following up on the condition of filters and maintaining the internal air replacement rate
- Checking that ventilating equipment, air exchange and dehumidifiers of the covered swimming pools are functioning properly to avoid cross infection



- Conducting regular checks to ensure that dispensers of soap and antiseptic solutions and hand dryers are all working properly
- Leaving a safety distance among employee
- As in normal circumstances, attention should be given to monitoring the condition of filters and to maintaining the proper replacement rate of indoor air.

### Vendors Delivery at Receiving Areas



- Contractors and suppliers of goods and services should follow safe methods of work and should have systems in place for the prevention of the spread of COVID-19
- Cleaning and sanitizing all facilities after daily duty timings
- Hand sanitizers must be installed at loading bay area
- Delivery people must go through temperature screening
- Ensuring the maintenance of the highest standards of hygiene starting with offloading from trucks all the way to storage facilities
- Avoiding contact with the delivery person
- Staff must wear masks and gloves
- Social distancing markings of the 2-meters distance rule should be clearly defined on the floors and followed
- All common surfaces, areas/touch points must be properly cleaned and disinfected
- Ensuring that the canned food supply is sanitized and safe for use
- Ensuring that the packaging is of the right standard and is not damaged during transportation.
- Ensuring that fresh fruits, vegetables, and frozen foods, etc. and all items supplied follow the hygiene standards



- Checking the quality of the material
- The receiving area should be located in such a position so that goods may be quickly offloaded, checked / inspected, received and then easily distributed to the various stores, cellars, kitchens and other departments
- The area provided for the receiving department should be large enough to handle the large quantity of goods, and should be easy to clean and wash .
- Ordered goods should be wrapped in at least two layers of plastic packaging, and the wrapping should be disposed of upon opening the truck before the unloading process starts and prior to reaching the restaurant
- Supervisor has to check the truck cooling temperature when receiving goods.

## Standards for Food and Beverage Services



- Having sufficient knowledge about Covid-19 by conducting a Departmental Awareness and Development, refer to section (3)
- The hotel must ensure that general staff hygiene standards and practices are maintained, including frequent hand washing and prevention of contamination
- Employees should wear gloves, change them frequently and use hand sanitizers repeatedly
- When serving hot food, it should be above 57 ° C (135 ° F) and cold food should be below 5 ° C (41 ° F)
- Suspending buffet services completely
- Coffee machines, soda machines, etc. must be cleaned and sterilized, especially the parts that are touched the most by users
- Following the usual procedures when washing tablecloths, dishes and silverware and disinfecting them in a dishwasher
- Drying will be done by using disposable paper towels
- Arranging tables so that the distance between the back of the chair to the back of the chair behind it is more than one meter .
- If possible, reusing plates, utensils and cups should be avoided
- Sterilizing dining tables after every meal
- Rearranging dining tables with large groups into small groups



- Ensuring the availability of hand sanitizers at various points within the facilities
- Marking social distancing spaces clearly on floors
- Regarding seat and table arrangements, only four people are allowed at each table in such a way that would leave 2.5 meters between tables
- It is recommended that the facility is equipped with thermal scanners installed in the hallway or at the entrances to food and beverage outlets to ensure that everyone passes through a thermal examination. People with high temperatures will be denied entry, including staff and visitors<sup>2</sup>
- The snacks and condiments should be individually packed and sealed
- Providing salt and pepper upon request in an individual bag
- Designating one employee to take orders at the point of sale so that not many employees would touch the same screen, and this should be sterilized after each use
- All chefs should wear masks and gloves and should follow a hygiene protocol in washing their hands and in sterilizing utensils/tools.
- Guests receive their meals in the restaurant to be eaten in their rooms by using environmentally friendly packaging
- Guests will use QR codes to review online menus<sup>2</sup>
- Providing single use menus<sup>2</sup>
- Ensuring that all expired foodstuffs are disposed of from the cooking area
- Leaving a safety distance between employees
- Following the standards set by the Jordan Food and Drug Administration in preparing food at the restaurant
- Sterilizing cans in canned foods, vegetables and fruits before using them or placing them in refrigerators
- Preparing, cleaning and disinfecting places for storing materials
- Wrapping food tightly and disposing of the packaging as soon as it is removed
- Flammable sterilizers such as sprays or alcohol should not be used in restaurants or in the facilities
- Disinfecting materials should be outside the food preparation area and they shall be kept in a closed place

1-Subject to MoTA approval

2- Optional practice

3- Refer to MoH Regulations

4- Refer to MoE Regulations

## Kitchen



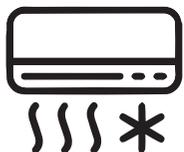
- All staff must wear gloves and face masks, and gloves must be changed after the preparation of each meal
- Kitchen staff must wear their uniform (aprons, caps, gloves and masks). Uniforms must be washed daily
- All products and packaging must be disinfected. Vegetables and fruits must be peeled before getting into the main kitchen
- Social distancing of 2 meters must be strictly followed in the kitchen.

## Stewarding



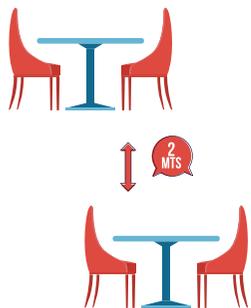
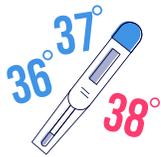
- Staff must wash their hands before work, between procedures, between loading dirty dishes and storing clean dishes or when changing locations
- Door handles, drawers, stamps, trolley handles should all be cleaned and disinfected every hour and at the end of each day
- Stewarding staff must wear disposable aprons, caps, gloves and masks to be changed every hour
- Uniforms must be washed daily.

## Standards for Hotels Food Delivery



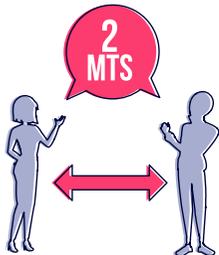
- Commitment to wear protective clothing during food preparation, preparation and delivery
- Commitment to closing indoor and outdoor dining halls and not using them to serve customers
- Compliance with the health requirements issued by the Greater Amman Municipality, the Jordan Food and Drug Administration, and relevant authorities
- Provide mechanisms, procedures, and organizational guidelines for emphasizing the necessity to adhere to the foundations of social distancing (adequate safety distances).
- A commitment not to operate the air conditioners unless the air percentage is 100% from outside only
- Establish temporary barriers to identify staff corridors to ensure adequate safety distance is left
- The accountant should be outside the food preparation area.
- Isolating the home delivery workers from the rest of the workers in the facility due to their mixing with other people during the food delivery process and not permitting them to enter the facility permanently
- Commitment to use materials of the food class authorized by the Jordan Food and Drug Administration
- Commitment not to use metal and non-metal utensils provided by customers
- Commitment to place food (orders) in tightly sealed bags and boxes for delivery must be sterilized before food is placed and bags and boxes must be sealed and closed tightly to be opened by the consumer after they are connected to it
- Commitment not to employ employees under 18 or older than 60.
- Commitment to provide menus and prices on the facility's entrances and on the facility's social media, if any.
- Commitment to use electronic payment methods to charge customers only
- Commitment to preparing and preparing hot food (food cooked with high temperatures)
- The necessity of providing a safe way to get rid of all kinds of establishment waste.

## Standards regarding the use and sterilization of Nargileh/waterpipes once approved:



- Providing Nargileh/waterpipes in the designated places in the hotel facility while ensuring good ventilation
- Periodic temperature inspection for all Nargileh/waterpipes service personnel
- Maintaining proper spacing between tables
- Total sterilization of the Nargileh/waterpipes before and after each use by the customer. All parts of the Nargileh/waterpipes should be cleaned both on the inside and the outside with soap and water and should be disinfected with internationally approved sterilizing materials according to the general health instructions and conditions
- Using the steam sterilizer for all parts of the Nargileh/waterpipes both inside and outside
- Changing the water inside the Nargileh/waterpipes bottle before and after each use and making sure to use clean water with a sterile substance that is not harmful to health and does not affect the flavors
- Using the one-time use sterilized mouth piece extension, which should come wrapped from the company and should be torn open in front of the customer upon use
- Making sure to use the Nargileh/waterpipes only once a day after it has been completely cleaned and sterilized.
- All Nargileh/waterpipes service personnel should commit to the general conditions of health and safety by wearing special uniforms, masks and gloves with full attention paid to personal hygiene.
- Nargileh/waterpipes services will not be allowed to those under the age of (18) or to those over the age of (65)
- Using Nargileh/waterpipes service in the outdoor terrace and in open areas .

## Standards for Housekeeping

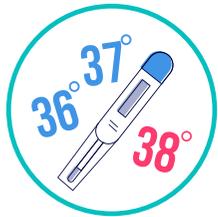


- Having sufficient knowledge about Covid-19 by conducting a Departmental Awareness and Development, refer to section (3)
- Ensuring the availability of dedicated toilet cleaners to sanitize the toilets after each use
- Special attention should be paid to frequently touched items such as knobs, elevator buttons, handrails, light switches and door handles, etc
- There should be a special cleaning and disinfecting plan within a few days after leaving the hotel for cases where infected guests or employees reside in the facility or if they are diagnosed with COVID-19
- Instructions should be given to wash clothes at hot cycles of 70 ° C or more.
- Disposable materials such as hand towels, gloves, masks, should be placed in a container with a lid and disposed of according to hotel regulations and standards
- Training cleaning personnel in the use of personal protective equipment (PPE) and hand hygiene immediately after the removal of PPE and upon completing the cleaning and sterilization process
- Ventilating all common rooms and areas on a daily basis
- Hotel housekeeping staff must inform the administration or the reception desk about any infected guests that may be in their rooms
- The clothes and linen of quarantined people should be placed in bags away from the bags designated for other guests, and they should be sterilized and washed individually at a high temperature of 70 degrees Celsius, as stated by the World Health Organization.
- Waste should be collected and sealed tightly before it is dumped in the designated waste area
- Avoiding direct contact with the quarantined person completely
- Passing any new bed covers or towels to the guest by the staff assigned through the door



- Storing the used blanket in a suitable, safe and distinct place for storage until individual test results are known
- Sterilizing rooms on a daily basis and corridors on an hourly basis
- Leaving a safety distance between employees
- There should be a special cleaning and disinfection plan for situations in which there are affected guests or employees staying at the establishment or identified with COVID-19 within a few days after leaving the establishment
- Written recommendations for enhanced cleaning and disinfection should describe the enhanced operating procedures for cleaning, managing solid waste, and for wearing personal protective equipment (PPE)
- Any surfaces that become soiled with respiratory secretions or other body fluids of the affected person(s), should be rinsed with clean water after 10 minutes contact time for chlorine
- Staff should know how to make sure the bleach is not disintegrated and how to rinse it off after 10 minutes
- When use of bleach is not suitable, e.g. telephone, remote control equipment, door handlings, buttons in the elevator, etc. then alcohol 70% could be used.

## Quarantined Rooms



- The continued stay of an infected person in the establishment is not recommended. The person can be isolated in a room on a temporary basis until local health authorities can intervene, provided that the room is not shared with other guests
- No visitors should be permitted to enter the room occupied by the infected person
- Employee and health personnel should change their PPE between each infected person to avoid possible cross-infection
- The hotel management should provide access to cleaning and disinfection services of the room occupied by the infected person in accordance with the hotel standards
- Doctors' visits should be carried out in the infected person's room whenever possible in order to avoid the need for that person to go to the doctor's office
- Infected people should not share restrooms with other persons, and neither should they share towels, blankets, or any types of clothing with their caretakers
- The clothes of the infected person and the linens of the room he or she occupies should all be washed following the usual procedures
- As a precautionary measure, the items of the infected person should be stored and transported in sealed bags.

## Hotels Quarantined Rooms Regulations by Ministry of Health

١٥- ضرورة تهوية الغرفة جيدا والحرص على عدم التدخين أو الاقلاق منه حسب المستطاع.

١٦- ضرورة ممارسة الرياضة داخل الغرفة لمدة ساعة يوميا على الاقل .

١٧- ضرورة الاتصال بقسم الاستقبال لغايات الإجابة على أي استفسارات ، مثل الخدمات الطبية والصيدلانية المتوفرة في المنشأة ، أو طلب أحد كوادر التوعية الصحية وضرورة البقاء في الغرفة حتى تتم زيارة الطبيب أو الكادر الطبي.

١٨- ضرورة الاتصال هاتفيا أو عن طريق مواقع التواصل الاجتماعي مع الاقارب والاصدقاء لضمان السلامة النفسية .

١٩- يجب تطهير الهاتف أو اللابتوب باستمرار باستخدام محاليل كحولية.

### اللحظة الحاسمة في مجرى المرض

تعرف اللحظة الحاسمة لمرض الكورونا باللحظة التي يبدأ فيها المحجور عليه بالشعور بأعراض المرض (حرارة ، سعال ، ألم في الحلق ، ألم في المفاصل ، ضيق بالتنفس ، إعياء عام ، صداع ، اسهال ، حكة في جفن العين ، دوخة ) ، رغم أن مرحلة العدوى بفيروس الكورونا قد تبدأ قبل ظهور الأعراض بفترة قصيرة ، إلا أنها تصل لذروتها مع بدء ظهور الأعراض ، وهنا يجب على المواطن أن يتخذ القرار الواعي والمسؤول وأصفا أفراد عائلته وابتداء الوطن بعين الاعتبار ، وذلك بتقادي التواصل المباشر أو الخروج المفاجئ والحرص على ارتداء الكمامة ثم الاتصال برقم الطوارئ 111 وشرح الحالة للطبيب ، أو اعلام الاستقبال لطب الطبيب الذي سيقوم باعطاء التعليمات اللازمة للمريض ، وقد يتم التواصل فوراً مع الجهات المختصة لتحديد الخطوة المقبلة التي قد تشمل استكمال الحجر الفندق ، أو طلب الذهاب لمركز معتمد ، أو ارسال مركبة مخصصة للنقل لمركز معتمد .

شاكركم لتعاونكم وحمى الله الوطن من شر هذا الوباء

اعداد مديرية التمريض  
ومديرية الصيدلة والصيدلة السريرية  
وزارة الصحة

٥- يجب عليك عدم مراجعة مكتب الاستقبال لأي ظرف كان والاكتفاء بطلب الخدمة على الهاتف.

٦- عند استلام بطاقة قفل الباب أو تبديلها ضرورة تعقيمها جيدا وذلك بمسحها بمحلول كحولي.

٧- يجب عليك عند الوصول إلى الغرفة المخصصة عدم السماح لأي كان من موظفي الفندق سواء موظفي التدبير المنزلي ( HOUSE KEEPING ) أو موظفي الصيانة أو موظفي الطعام والشراب بالدخول للغرفة ويسمح فقط للطواقم الطبية عند الحالات الطارئة فقط بعد ارتداء لوازم الحماية الشخصية ( الكمامة وقفازات لكلتا اليدين مع غطاء للأحذية).

٨- يجب عليك عدم مغادرة الغرفة لأي سبب كان وتحت طائلة المسؤولية القانونية وفقا لأوامر الدفاع الصادرة.

٩- يجب عليك عند استقبال أي خدمة أو أي مواد من خارج الغرفة ضرورة غسل اليدين بالماء والصابون لمدة ٢٠ ثانية على الاقل و استخدام أي من المطهرات الكحولية.

١٠- في حاله طلب الخدمه من أي شخص من المذكورين السابقين تتم فقط على باب الغرفة مع الاحتفاظ بمسافة التباعد من متر ونصف المتر إلى مترين .

١١- يجب تفعيل برنامج التدبير المنزلي التطوعي وهي ان يقوم الضيوف بالتطوع بأعمال التدبير المنزلي في غرفهم وهذا مما أوصت به الجهات الوطنية للأوبئة في الأردن لتقليل فرص نقل العدوى من شخص إلى آخر .

١٢- يجب تقديم وجبات الطعام والشراب فقط في الغرف من خلال صحن وأكواب ورقية مستهلكه ويمنع استخدام أي أواني زجاجية أو من السيراميك وبعد الاستخدام يتم التخلص منها داخل الكيس يوضعه على باب الغرفة من الخارج .

١٣- يجب عند تسليم المناشف والبياضات والشراشف ان توضع في كيس قبل تسليمها لعمال التدبير المنزلي والتأكد من وضعها في كيس نظيف عند استلام التنظيف .

١٤- في حاله طلب خدمه غسل الملابس من الضرورة وضع الملابس في كيس خاص مع اعلام مقدم الخدمة بواقع الحال لتتم التعامل بطريقة مهنية مع الغسيل وضرورة ان يكون مغلفا عند استلامه.

### أخي المواطن

نحمد الله على وصولك الى ارض الوطن سالما  
سائلين المولى القدير ان يمتعكم بموفور الصحة  
والعافية لك

### ما هو الحجر الفندقى

هو نقل المواطن فور وصوله من خارج حدود الوطن الى فنادق الحجر الصحي مباشرة لتفادي اختلاط المسافر مع أي شخص آخر وذلك تحسبا ان يكون المسافر لا قدر الله حاملا للفيروس وذلك للاسهام في منع انتشار المرض والحد من تفشيه محليا.

### ماهي فترة الحجر الصحي في الفنادق

حسب التعليمات الصادرة ستكون فترة الحجر هي سبعة عشر يوما في الفندق تليها فترة حجر منزلي اخرى لا تقل عن اربع عشر يوما .

### تعليمات الحجر الصحي في الفنادق

١- عزيزي المواطن لتسلاطك يجب تعبئة كافة المعلومات المطلوبة على الموقع الالكتروني المخصص للمواطنين المحجورين بالفنادق ليتم متابعتك اولا باول

[http: BIT.LY/COVID19-jo](http://BIT.LY/COVID19-jo)

٢- يجب عليك عدم الدخول الى أي من مرافق الفندق المعتمد لغايات العزل الصحي الا بعد ارتداء لوازم الحماية الشخصية مثل (الكمامة والقفازات لكلتا اليدين مع غطاء للأحذية ) .

٣- يجب عند دخولك الى الفندق ضرورة التوجه مباشرة الى الغرفة المخصصة لك على ان تتم اجراءات الدخول من قبل الاستقبال في الفندق على التلصون وفي حالة طلب اي نوع من التوقيع ان يتم ذلك على باب الغرفة المخصصة لك .

٤- يجب تعقيم الحفائب والامتعة الخاصة بك قبل ادخالها الى مرافق الفندق.



## تعليمات الحجر الصحي للضيوف في فنادق الحجر

اعداد مديرية التمريض  
ومديرية الصيدلة والصيدلة السريرية  
وزارة الصحة

[http: BIT.LY/COVID19-jo](http://BIT.LY/COVID19-jo)

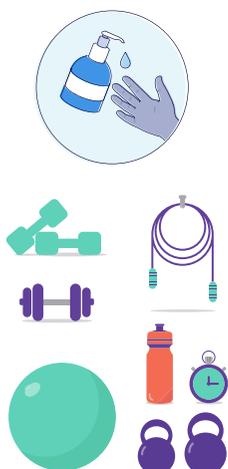
## Meeting/ Conference Rooms



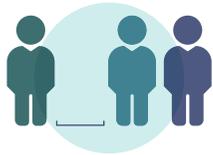
**Up to this date (June 2020) large Meetings, Conference and Weddings are not permitted**  
**When approved by the authorities, the following should be taken in consideration:**

- Buffets are not allowed in the Food and Beverage service area
- All common surfaces, areas, and touch points must be properly cleaned and disinfected
- Social distancing among guests should be maintained
- Guests must wear gloves and masks when holding meetings .

## Health Club Standards



- Having sufficient knowledge about Covid-19 by conducting a Departmental Awareness and Development, refer section (3)
- Marking social distancing spaces clearly on floors
- The gym must be cleaned and sterilized, including the insides of lockers throughout working hours
- Ensuring the highest standards of hygiene
- Employees must wear masks and gloves at all times and must replace them every two hours
- Leaving a space of at least two meters between the machines or reducing their numbers to allow freedom of movement of users among them
- Collective exercise classes of any type will not be held until a decision is made
- Clearly communicating to users that they are allowed to use the facilities for a maximum of two hours unless decided otherwise by the Hotel Management
- Staff must be examined for Covid-19, results must be negative
- Accommodating visitors by only 50% of the facility's total capacity in the event of approval to open the health club completely
- Should routinely hand out towels or other items, change to offering these items on a self-serve basis.



- It is recommended that disinfectant spray with paper towel or disinfectant wipes dispensed via a commercial, free standing, or wall mounted unit be provided.
- An industrial stand with hand sanitizer or wall mount should be provided.
- Disinfect floor, towel hamper and rubbish bins every two hours.
- Disinfect equipment every hour.
- Disinfect door handles every hour.
- Disinfect water dispenser every hour.
- Disinfect remote controls every hour.
- To ensure physical distancing between the guest and colleague, consider the use of barriers and/or screens at receptions areas where appropriate.

### Swimming Pools and Beach Areas



- Encouraging all staff, patrons and swimmers to wash their hands often and to cover their coughs and sneezes
- Encouraging the use of cloth face coverings as needed Face coverings are most essential at times when physical distancing is difficult
- Advise those wearing face coverings not to wear them in the water. Cloth face coverings can be difficult to breathe through when they are wet
- Social distancing signs of the 2-meter distance rule should be clearly marked on the floors and in restrooms
- Outside showers can be used and operated by one person at a time and a cleaning person will be appointed to sterilize and clean the restrooms after each use
- Guests must be instructed to avoid socializing with people outside of their own groups
- All sunbeds and chairs must have signs indicating that they have been sanitized
- Sunbeds and chairs must be placed 2 meters apart to maintain social distancing
- Red signs to be erected to mark out no access to beach areas

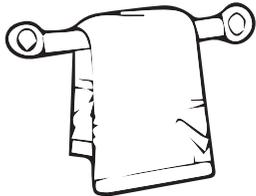


- Water games on the beach will be operated by taking spacing in team games into account after sterilizing equipment used and after disinfecting life jackets with each use
- Ensuring compliance with the health requirements issued by the Ministry of Health before operating swimming pools and adhering to the proportions and types of sterilizing materials. The swimming pool will not be operated if a properly functioning mechanical system for withdrawing, pushing and treating the water in the pool is not available .
- Establish pre-defined guest capacity limits and ensure they are displayed at the entrance to the facility.
- Ensure the measures to restrict the number of people using these facilities at any one time to maintain social distancing are adhered to.
- Utilize plastic or paper liners in all trash and towel drops if the entity provides towels on re-quest.

### Sauna/ Steam Room& Jacuzzi



- Once approved by the authorities Sauna rooms, Jacuzzi pools, massages, spas, children's clubs will operate
- Sauna/ hot tub/spa pools should only open if social distancing can be adhered to.
- Saunas operate at higher temperatures (70-100°C or 158-212°F) and have porous wood furni-ture that could make it difficult for any virus to survive for long. It is recommended that people do not go in them if they are feeling ill in any way and should not, for example, "sweat out a cold. " Normal cleaning with moderately degreasing cleaning agent (mild soap) should be suitable.
- Hotels to establish guest capacity based on size of the cabin. No more than 1 per 2 sq. m
- Place signage detailing maximum users at any one time
- Signs should be placed outside the facilities reminding guests about social distancing.
- Steam
- Steam rooms are not be operated.
- When approval received from the authorities, steam rooms are normally a hard plastic or ce-ramic surface and operate at substantially lower temperatures 40°C or 104°F or



so with 100% humidity. The hard surface, temperature, and humid conditions means the virus may be more likely to survive. Additional deep cleansing would be sensible between users, always allowing sufficient time for the unit to cool, for it to be safe for the cleaning operative to work in.

- Jacuzzi
- There is no evidence that COVID-19 can be spread to humans using pools and hot tubs. Proper operation maintenance, and disinfection (e.g. with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.
- Safety & cleanliness
- Operators should ensure chlorine levels in pools and spas are kept between 1-3mg/ with the pH between 6.8-7.4. Spa pools that use bromine need to maintain their water at 4-6mg/ I bromine or 3-5mg/ I chlorine. Routine tests for microbiological quality should also be undertaken in line with national guidelines.
- Given that the virus is a new one, experts cannot say with absolute certainty that it will be safe. However, most authorities believe that pool and spa waters that are adequately disinfected should not spread the disease. A bigger risk will be the face-to-face interaction between individual users of the pools and spas.
- Hotels should maintain local regulations and life safety standards around pool water sanitation. Measures such as strengthening of the surveillance of the water quality and the disinfection system of the swimming pool are important to prevent infectious disease transmission.
- Cleaning products for furniture should be available for guest use.
- It is recommended that disinfectant wipes dispensed via a commercial, free standing, or wall mounted unit should be clearly visible placed in the pool area.
- An industrial stand with hand sanitizer or wall mount should be provided.
- Ensuring high level touch points are cleaned regularly (lockers/hairdryers/shower handles and all doors within the locker/changing area.
- Recommended cleaning schedule
- Disinfect and empty towel hamper and rubbish bin every two hours.
- Disinfect door handles every hour.
- Consider limiting hours of operation if colleagues are not available to clean throughout current pool hours.