Operational Guidance
Bed & Breakfasts

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Overview

All information provided within this guidance document as of March 23, 2020 has been developed in line with the HSE Guidelines on how to mitigate the risks presented by COVID-19. Updates will follow as and when new information is provided by the relevant authorities.

This is not an official policy document. It has been created to support Bed & Breakfasts (B&Bs) to mitigate as much risk as possible to their staff and guests, and focuses on guest areas. While we refer to 'staff' in this document, this should be taken to refer to B&B owners and their families as well as others who may provide support from time to time

Controls and responsibilities are to be delegated by management.

In the event of a case of COVID-19 or the need for guest self-isolation in your B&B, please visit the link below on the Health Protection Surveillance Centre's website to find out what immediate action you need to take:

https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/contacttracingguidance/

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Useful links

HSE Overview: Coronavirus (COVID-19)
https://www2.hse.ie/conditions/coronavirus/coronavirus.html

HPSC: Guidance for non-clinical settings - employers, education, transport and other sectors
https://www.hpsc.ie/a-z/respiratory/coronavirus/novelcoronavirus/guidance/guidancefornon-clinicalsettings/

Fáilte Ireland: COVID-19
https://www.failteireland.ie/Utility/Covid-19.aspx

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Help prevent coronavirus

Wash your hands

Cover mouth if coughing or sneezing

Avoid touching your face

Keep surfaces clean

Stop shaking hands and hugging

Keep a safe distance

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What are the risks to your guests & staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Lack of accurate information	Displayed on website	Information from HSE www2.hse.ie/coronavirus/	Provide your policy on the management of guest safety regarding COVID-19		Check daily and update as required	
Cancellation policy	Displayed on website	Provide clear information on cancellation policy in place during COVID-19			Check daily and update as required	
Accurate information	Bookings	Provide staff with clear and consistent message to guests enquiring about their booking by email and phone, including a reference to containment measures in place e.g. social distancing, hygiene measures, etc.			Ongoing	
Entrance	Door handles	Signage and additional hand sanitiser to be available both inside and outside of the main entrance doors	Insist all guests and staff use the hand sanitiser before entering the building or accessing public areas		Ongoing	

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Shaking hands	Entrance / On arrival	Do not shake hands with guests and/or others Adhere to social distancing guidelines as specified by the HSE www2.hse.ie/coronavirus/	Place a sign in the entrance area to highlight this in a friendly manner e.g. 'Please don't take offence if we don't shake hands – this is for your safety. We value your custom'		At all times	
Washing hands	Entrance	Clear signage at entrances to remind guests and staff to wash hands with soap and warm water frequently, for at least 20 seconds each time			At all times	
Close contact with guests	Entrance / On arrival	Signage to ask guests to refrain from close contact with staff	Put visible references in place to indicate safe distance, especially for groups of three or more		At all times	
External contamination from other guests	Entrance / On arrival	Hand sanitiser at entrance	Signage in place to remind guests to wash hands on arrival		Signage on display at all times and sanitiser replaced as soon as container is empty	

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What are the risks to your guests & staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Counter tops and lobby furnishings	Entrance / Hallway	Disinfect			Regularly (as required) *Check HSE guidelines* www2.hse.ie/coronavirus/	
Registration process	Entrance / Hallway	Pre-registration where possible. If not possible, register guest on arrival while keeping an appropriate distance.	Remove pens. Staff maintain own pen.		Disinfect staff pens after each use and replace regularly (as required)	
Documentation and brochures for guest information	Entrance / Hallway	Remove any tourist information collateral, newspapers and books	Remove brochures from area		Signage on display at all times asking people to remove or dispose of newspapers	
Stair handrails	Stairs	Disinfect surfaces. Have sanitiser available	Put up signage to remind guest to use sanitiser as often as possible when touching surfaces		Disinfect regularly (as required)	
Door plates handles and areas of doors used to push open doors	Corridor to guest bedrooms	Where possible, keep doors open (keep fire regulations in mind)	Disinfect surfaces especially door handles and areas used to push open doors		Disinfect regularly (as required)	

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Bins for guest use	Entrance / Hallway	Use lidded pedal bins with plastic bin liner with ties	Remove bins from area		Empty and disinfect regularly (as required)	
Light switches, door release buttons, call bells, etc.	Entrance / Hallway & Corridors	Disinfect regularly			Disinfect regularly (as required)	
Receipts / invoices for guests	Departure	Offer to email invoices or confirmation of payment			As required	
Room keys / cards	Departure	Disinfect			After each use e.g. guest has checked out/ staff handling	
Payment facilities	Departure	Encourage the use of card and contactless payments where possible or prepayment prior to arrival	Disinfect payment machines Staff handling cash to wear gloves		Disinfect after each use	

Guest Bedrooms

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Door plates, handles and areas of doors used to push open doors	Guestroom Doors	Disinfect door handles and plates			Disinfect regularly (as required)	
Hard surfaces All areas that guests may touch regularly, e.g. light switches, cupboard handles, door handles, arms of chairs, etc.	Guestrooms	Disinfect all hard surfaces	Signage to remind guests to wash hands regularly Hand / Respiratory Hygiene		Daily and at check out	
Appliances Guest use of kettle, iron, hairdryer, television remote, phone set, etc.	Guestrooms	Disinfect all appliances with particular focus on remote controls and phones	Provide signage to advise guests of risk of using appliances and if wipes / gloves are provided, to use where required		Daily and at check out	
Guest Directory and information	Guestrooms	If laminated, disinfect. If not, remove.	Information can be emailed to pre-booked reservations. Advise guests to visit local websites for tourism information		For laminated information, disinfect regularly (as possible) and at check out	
Pillowcases, sheets, duvets, etc.	Beds	Clean as per SOPs and as directed by HSE guidelines			Daily (as required) and after guest checks out	

Guest Bedrooms

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Open bins	Bins	Provide lidded pedal bins with plastic and tied liners			Empty and disinfect regularly (as required)	
Hard surfaces, e.g. taps, plugs, grabrails, etc	Ensuite Bathroom	Disinfect	Deep Clean		Daily and deep clean at check out	
Bins for guest use	Ensuite Bathroom	Provide lidded pedal bins with plastic and tied liners			Empty and disinfect regularly (as required)	
General use of ensuite	Ensuite Bathroom	Signage regarding and hand washing & respiratory hygiene	Provide antibacterial soap or wipes		Signage on display at all times. Soap/wipes to be replaced as required	
Bathroom amenities	Ensuite Bathroom	Remove all disposable items such as sachets and provide as requested			Daily and at check out	

Sitting Room/Lounge

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What are the risks to your guests & staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Furniture used by guests	Sitting Room / Lounge	Clean and disinfect chair arms, tables and any rails in sitting room	Signage regarding hand / respiratory hygiene		Signage on display at all times	
Close contact with other guests	Sitting Room / Lounge	Move furniture / chairs to allow for sufficient social spacing as outlined in HSE guidelines			Regularly (as required)	
Bins for guest use	Sitting Room / Lounge	Provide lidded pedal bins with plastic and tied liners			Empty bin and disinfect regularly / as required	
General contamination	Sitting Room / Lounge	Signage provided to remind guest to wash hands regularly and to use hand sanitisers			Signage on display at all times	
Light / lamp switches	Sitting Room / Lounge	Disinfect all switches regularly			Disinfect regularly (as required)	

Shared Bathrooms

What are the risks to your guests & Staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Doors	Shared Bathrooms / Toilets	Disinfect door handles and areas used to push open door	Leave door to main toilet area open		Disinfect hourly or as regularly as possible	
Hard surfaces, e.g. light switches, taps, plugs, grabrails, etc.	Shared Bathrooms / Toilets	Disinfect all surfaces	Deep clean Signage to remind staff of hand and respiratory hygiene and handwashing guidelines		Disinfect regularly (as required)	
General contamination	Shared Bathrooms / Toilets	Provide signage with pictorial instructions on how to correctly wash hands. Ensure water and soap available to guests.	Provide hand sanitiser		Signage on display at all times and sanitiser replaced as soon as container is empty	
Bins for guest use	Shared Bathrooms / Toilets	Provide lidded pedal bins with plastic and tied liners			Empty bin and disinfect regularly / as required	
Hand dryers where provided	Shared Bathrooms / Toilets	Provide a disposable alternative to hand dryers e.g. paper towels			Regularly (as required)	

What are the risks to your guests & staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Doors	Dining room	Door handles and plates should be disinfected and, where possible, doors left open			On a regular basis during the day and overnight	
Cross contamination	Dining room	All guests informed of policy to use anti-bacterial gel prior to entering the dining / breakfast room	Informative signage displayed at entrance and within the dining / breakfast room. These are available on the HSE website		At all times	
Hard surfaces	Dining room	Disinfect with sanitiser and disposable paper towels			After each guest	
Hard and soft surfaces	Dining room	Disinfect with sanitiser and disposable paper towels			After each guest	
Table layout	Dining room	Appropriate distance between guests at breakfast through staggering (if area not large enough)	Dedicated, experienced staff member to manage and avoid overcrowding as per the HSE guidelines, directing guests to appropriate tables		At all times	

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Physical greeting	Dining room	Verbal greeting only between staff and guests	Signage discouraging personal contact		At all times	
Menus	Dining room	Avoid usage of menus - verbal communication	Where laminated menus are used, disinfect after every use and ensure guest is aware of the process		After every use	
Poor hygiene practices	Dining room	Good hygiene practices implemented during service as outlined under HACCP guidelines	Review HACCP guidelines, implement and train all front of house and back of house personnel		HACCP documentation kept up to date	

Table Setting & Glassware

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What are the risks to your guests & staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Poor handling of equipment	Glassware	Minimal handling of glassware by stem or base	Informative signage on handling of glassware, particularly in clearing		At all times	
Poor handling of equipment	Cutlery and crockery	Minimal handling of cutlery and crockery	Where possible, cutlery should be wrapped in serviettes by staff who are observing good hygiene practices		At all times	
Poor handling of equipment	Cutlery and crockery	Minimal handling of cutlery and crockery	Cutlery stored in sterilised cutlery drawn covered in cling film or similar until required First In, First Out basis of use		At all times	
Multi-use items	All condiments	Remove salt and pepper cruets	Provide disposable sachets or disinfect S&Ps after each sitting		Immediately	
Cross contamination	Napkins	Only use disposable napkins Provide suitable disposal methods at each table e.g. pedal bins			At all times	

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What are the risks to your guests & staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Self service	Buffet	Ideally buffet style service should be avoided and breakfast served directly from the kitchen.	All equipment on said buffet must be replaced regularly with sanitised equipment		At all times	
Self service	Buffet	Large shared bowls of breakfast items should be replaced by individual portions	All food served directly from the kitchen		At all times	
Self service	Buffet	All staff serving food must maintain good hygiene practices in compliance with FSAI guidelines			At all times	

Food Preparation & Handling

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What are the risks to your guests & staff?	Where are the risks?	Actions to help control risks? Minimum Requirements	What additional controls can you put in place?	Who needs to action the control?	Frequency of control measures?	Control check
Cross contamination	Kitchen	HACCP practices implemented	Regarding food safety, the World Health Organization (WHO) has issued precautionary *recommendations* including advice on following good hygiene practices during food handling and preparation, such as washing hands, cooking meat thoroughly and avoiding potential cross-contamination between cooked and uncooked foods. More information can be found on the WHO website (www.who.int/)		At all times	

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Rubbish disposal	All areas	Ensure all rubbish bags are immediately disposed of in appropriate external facility (e.g. external waste bins)	Staff disposing of rubbish must wear appropriate protective wear e.g. gloves Hands must be washed directly after disposal		Regularly (as required)	
Poor ventilation	All areas	Ventilate rooms by opening external windows			Regularly (as required)	

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Unprofessional and inaccurate signage	Signs and notices	Print and display signage available online www.failteireland.ie/Utility/Covid-19.aspx www.hse.ie/eng/services/news/newsfeatures/covid19-updates/partner-resources/			As required	