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Outbreak Control Plan

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Outbreak Control Procedures



Form OPS

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Revised 04/08/2016 Section 3.2

Approved by SS/JH

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Approved by SS/JH





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PART A

OUTBREAK CONTROL PLAN

1. OVERVIEW

1.1. The purpose of this document is to identify responsibilities and actions to be taken in identification and control of outbreaks of illness amongst Guests and Team Memberss of Maho Group/Sonesta Sint Maarten.

1.2. The plan is deliberately kept simple and robust so that any outbreak of gastro-intestinal illness of any type or origin can be contained. Controls are wide ranging in nature so as to be able to be effective against the plethora of pathogenic organisms that can be encountered in the environment of Resort operations.

1.3. Viral outbreaks are a particular problem on Resorts and so special procedures have been developed to reduce possibilities of ill persons arriving to our Resorts and to identify and isolate suspect cases as they occur.

1.4. At the onset of an outbreak it is difficult to ascertain the probable source. The most frequently encountered causes are:

- Viral illness, respirable or gastrointestinal brought onto the Resorts and then spread among Guests and Team members.
- Gastrointestinal illness acquired before arrival at the Resorts.
- Contaminated food prepared and/or consumed on property.





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➤ Pools & Jacuzzi.

1.6 In addressing the incident and applying the control measures it is essential to keep an open mind as to the likely source so as not to preclude any possible controls.

1.6 It is imperative that each Sonesta Resorts Senior Management ensure that all responsibilities are met and that there is full co-operation between department heads to maximise effectiveness of the identified actions.

1.7 All identified controls are to remain in place until a minimum of seventy two (72) hours have elapsed from the end of the outbreak i.e. the number of cases per day drop below the threshold number as per the definitions section of this document, unless specifically advised by Sonesta Sint Maarten/Maho Group Executive team that the period may be reduced or required to be extended.

2. DEFINITIONS

2.1 **Gastrointestinal Illness**

- Any illness of the gastrointestinal system.
- This will include, but is not restricted to, the following categories
- Illness of an infectious or toxic nature caused by, or thought to be caused by, the consumption of food or water.
- Illness caused by, or thought to be caused by, virus such as Norovirus.





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2.3 Suspect Viral Outbreak

- Any persons displaying any symptoms suggestive of Norovirus or similar viral illness.

2.2 Suspect Case

- One guest or team member reporting with any symptom of gastrointestinal illness.
- Sudden and/or violent vomiting suggestive of Norovirus or other viral gastroenteritis.
- Any other symptom suggestive of Norovirus or other viral gastroenteritis.
- Diarrhoea, three or more episodes of loose stools in a 24 hour period, or
- Vomiting and one additional symptom including one or more episodes of loose stools in a 24 hour period, or abdominal cramps, or head ache, or muscle aches, or fever, and Reported to Medical.
- All suspect cases of gastrointestinal illness are to be recorded in the Gastrointestinal Illness Log maintained by the Front Office Manager and General Manager. The presumption must always be that cases are recorded with the entry having any qualifying comments attached to it.

2.4 Suspect Food borne or Water borne Outbreak

- Two or more guests or team members reporting with symptoms suggesting a common cause of illness.





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2.5 Level I Outbreak

- An outbreak from a single point source with a clear outbreak curve.

2.6 Level II Outbreak

- An outbreak without a definite point source or an outbreak continuing from a point source without any evidence of the decline phase of the outbreak curve.

2.7 Level III Outbreak

- A level II outbreak continuing 48 hours after implementation of level II controls.

2.8 Reportable Outbreak

- All suspect outbreaks must be immediately reported to General Manager.

3. AREAS OF RESPONSIBILITY

3.1. General Manager

- The General Manager is ultimately responsible for the management and co-ordination of the outbreak and the control measures activated.
- The General Manager will undertake enhanced sanitising regimes in hotel areas and additional food safety controls as detailed in this document and as requested by Maho Group Executive Team.
- The General Manager will provide special room service to guests





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confined to their rooms as well as courtesy calls so as to ensure that guests are staying in their rooms.

- The General Manager is responsible for communications with Maho Group Executive team.
- The General Manager will relay requests for specific information and requirements for enhanced sanitation as made by Maho Group Executive team and for addressing and action within the respective departments.

3.2. Facility Director

- The Facility Director is overall responsible for the water management on property.
- The Facility Director must ensure that once we reach 4 cases within 24hrs we switch to fresh water treated with 99% Trichloro-S-Triazinetrione
- The Facility Director in co-operation with the Chief Engineer is responsible for monitoring and ensuring safe procedures are followed, addressing and activation of action required in cases of contaminated water being found at any stage. Records for all procedures are to be maintained as are corrective action reports for any non-conformances found.
- The Facility Director will ensure that the General Manager and Maho Group Executive team are notified of any water issues of concern and action taken.
- The Facility Director is responsible for maintaining records of the daily outbreak management meeting.
- The Facility Director is overall responsible for all technical maintenance of water and leisure water equipment to ensure all requirements and qualities are fulfilled at all time calibration and



testing of equipment.

4. **GASTROINTESTINAL ILLNESS SURVEILLANCE**

4.1. The Front Office Manager & General Manager will maintain logs of cases of illness.

4.2. All Guests and Team Members reporting gastrointestinal illness will be required to complete a GI questionnaire. (Onset date & time, last symptom)

4.3. All records and reports are to be kept for a minimum of twelve (12) months. Information may be stored as electronic copy.

5. **PROCEDURE FOR IDENTIFICATION OF SUSPECT VIRAL OUTBREAK**

5.1. The presence of a single person suffering from, or suspected to be suffering from, Norovirus or similar viral gastroenteritis fulfills our definition of a suspect viral outbreak and so requires action to be taken to prevent the spread of illness.

5.2. Procedures for the control of viral gastroenteritis outbreaks are detailed on section 9 of this document.



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5.3. The General Manager is to report immediately when such a case is seen.

5.4. The Front Desk/Manager will provide the information including

- Nature of illness
- Number of persons affected
- Date & time of symptoms of suspected cases
- Possible links between cases, e.g. family members, adjacent rooms, etc
- Date & time suspected outbreak status reached.

7. PROCEDURE FOR IDENTIFICATION OF OTHER SUSPECT OUTBREAKS

7.1. A suspect outbreak will be declared when four (4) cases present with symptoms and onset times that suggest a single cause of the illness.

7.2. Procedures for the control of viral gastroenteritis outbreaks are detailed at section 9 of this document.

7.3. The General Manager will notify Maho Group Executive Team immediately when four (4) of such a cases are seen in less than twenty four (24) Hrs.

7.4. The Front Desk/Manager will provide the information including

- Nature of illness
- Number of persons affected





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- Date & time of symptoms of suspected cases
- Possible links between cases, e.g. family members, adjacent rooms, etc
- Date& time suspected outbreak status reached.

8. ACTION TO BE TAKEN BY GENERAL MANAGER ON NOTIFICATION OF SUSPECT OUTBREAK

8.1. The General Manager will call an immediate Executive Conference of Senior Department heads of resort.

8.2. Other Senior Manager such as Spa, Shop may be invited to attend by any member of the Executive Conference.

8.3. The Executive Conference will meet once every twenty-four hours for the duration of the outbreak. A record will be made of each meeting.

8.4. General Manager will be responsible for informing Maho Executive Team of the existence of the suspect outbreak. The information to be forwarded to the Maho Group Executive office must include

- Date & time of suspect outbreak.
- Nature of illness.
- Number of persons affected, guest/team member.
- Date & times of symptom onsets.
- Updated copy of GI log.
- Actions taken

Sanitising Agents





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Outbreak level	Chemical	Strength
Normal	Chlorine	200ppm
Level I	Chlorine	200ppm
Level II	Chlorine/Micro-Quat	As per manufacturers instructions
Level III	Mikro-Quat/Mikro-Bac	As per manufacturers instructions
Viral	Mikro-Bac/Virox	As per manufacturers instructions

Emergency Outbreak Kit

- ✓ Disposable overalls
- ✓ Shoe covers
- ✓ WRS buckets
- ✓ Wettex
- ✓ Cloths/rags
- ✓ Sanitaire/satpro vomit absorbent granules
- ✓ HEPA vacuum & spare filters
- ✓ Mikro-quat & test strips, or other approved replacement product
- ✓ Mikro-bac & test strips, or other approved replacement product
- ✓ Red garbage bags
- ✓ Brushes, long handed
- ✓ Dustpan & brush
- ✓ Spraying equipment
- ✓ Rubbermaid lockable storage box to contain all items.

10. VIRAL GASTROENTERITIS CONTROL MEASURES





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10.1. Measures to reduce likelihood of viral gastroenteritis arriving at resort

- At check-in all guests will be asked if they are suffering symptoms suggesting Norovirus or similar illness or have been in contact with such persons within the last seven (7) days.

10.2. Measures to identify viral gastroenteritis at an early stage.

- Any person making a complaint including symptoms of gastroenteritis to the Reception Desk will be advised to stay in their room. We should ask if they require to see the doctor, in addition to this we will offer extended room service.
- Housekeeping Stewards will notify Chief Housekeeper of rooms where guests have been ill in case that they have not sought medical assistance.
- Vomit spills in guest and team member areas are to be isolated and dealt with and reported to Chief Housekeeper.

10.3. Reporting Procedures

- All persons reporting symptoms of gastroenteritis to the Front desk will be logged and offered to see the doctor.
- All persons reporting symptoms of gastroenteritis to the Front office will be required to complete a GI questionnaire.
- Those persons diagnosed as suffering from, or likely to be suffering from, Norovirus or similar illness are to be instructed by the front





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desk that they must remain in their rooms for 24 hours after last symptoms.

- The Front Office Manager will notify the Chief Housekeeper of diagnosed and suspect cases to be confined to rooms for special cleaning procedures to be made.
- Rooms occupied with more guest of affected persons will also be asked to stay in the room.
- During the confinement period Medical Staff will visit and/or telephone courtesy calls to the guests to check on their recovery. Suggested hours to call 10 am -4 pm
- If the team members become aware that the confined guest has left his/her room they will immediately notify the Front Office Manager or General Manager.

9.4 Hotel Procedures

- **Affected Rooms**
 - Upon notification of a suspect case of viral gastroenteritis from the Front Office Manager the Chief Housekeeper will make sure all preparations and precautions are met.
 - If notification of the illness and the guests remain in the room a complete sanitizing will not be possible. In these circumstances the bathroom must be attended to.
 - Mikro-bac, virox or similar product approved by the Environmental Health Advisor is to be used as the sanitizing agent.
 - The Chief Housekeeper will ensure that the room 'Special Cleaning Checklist' is completed.
 - All paper goods from the bathroom are to be removed and placed in a marked bag for disposal.





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- All room linen, bathroom towels to be exchanged. All soiled items to be placed in marked plastic bags for direct transfer to laundry for hot washing in the designated 'outbreak control' washing machine.
- Confined guests will also be provided with free of charge laundry for their personal clothes. This is also to be treated as 'marked bag' laundry. **Guests must be advised that all items will undergo an 80°C hot wash**
- The rooms will be misted with the approved sanitizer.
- Room service will be given to all persons confined to rooms. Bottled water will be replaced regularly.
- Affected guests will be asked to telephone room service to arrange collection of used trays. Trays from room service are to be kept in the rooms until collected.
- If the Housekeeping becomes aware that the confined guest has left his/her room they will immediately notify the Front Office Manager.

- The affected cabin will be cleaned and sanitized daily and records maintained by the Chief Housekeeper.

➤ **Laundry**

- The Laundry Manager will ensure that all 'marked bag laundry' is washed in the designated 'outbreak control' machine.
- The Laundry Manager will report any defects at any time in the 'outbreak control' machine to the Chief Housekeeper who will contact the Facility Director to arrange immediate repairs.
- The Laundry Manager will ensure that 'marked bag laundry' does not come into contact with regular laundry.
- 'Marked bag laundry' must be washed without delay. In





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exceptional circumstances when 'marked bag laundry' cannot be placed in the machine immediately it must be stored separately from all other laundry and washed as soon as possible.

➤ **Other Hotel Areas**

- Misting of all guests areas including public rooms and room hallways will be made as soon as possible and within 24 hours of notification of a case or suspect case of Norovirus or similar gastroenteritis. This action will be repeated at this frequency until the outbreak is declared over.
- Sanitizing of all hard surfaces, hand rails, elevator controls, etc will be made at least every 1 hour. This action will be repeated at this frequency until the outbreak is declared over.
- Public rooms will be misted every 24 hours and all hard surfaces sanitized. Public rooms will need to be closed for this to be carried out effectively. This action will be repeated at this frequency until the outbreak is declared over.
- All guests area toilets will be subjected to extra cleaning with all hard surfaces sanitized with the approved product every 30 min. This action will be repeated at this frequency until the outbreak is declared over.
- Guests area toilets will also be 'misted' with approved product once every 24 hours. This action will be repeated at this frequency until the outbreak is declared over.
- Cleaning records will be maintained by the Chief Housekeeper to demonstrate that these enhanced measures have been made.
- The General Manager will ensure that all furniture, including seat cushions & sun lounge pads are cleaned and sanitized with the





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approved product within 24 hours of notification of a case or suspect case of Norovirus or similar gastroenteritis. This action will be repeated at this frequency until the outbreak is declared over.

9.5 Technical

- The Facility Director will ensure air conditioning systems are sanitised with mikro-bac or virox as soon as possible and within 24 hours of notification of a case or suspect case of Norovirus or similar gastroenteritis.
- The Facility Director is overall responsible for the water management on property.
- The Facility Director must ensure that once we reach 4 cases within 24hrs we switch to fresh water treated with 99% Trichloro- S –Triazinetrione
- The Facility Director in co-operation with the Chief Engineer is responsible for monitoring and ensuring safe procedures are followed, addressing and activation of action required in cases of contaminated water being found at any stage. Records for all procedures are to be maintained as are corrective action reports for any non-conformances found.
-
- The Facility Director will check all glass and dishwasher final rinse temperatures (or chlorine concentration in case of chemical final rinse machines) and identify any machines not achieving an effective sanitizing stage. This is to be carried out **within 4 hours** of notification of a suspect viral outbreak.
- Glass and dish machines not achieving the required sanitizing final rinse will be placed out of order until they can be repaired and



reliably achieve the required parameters.

- The Facility Director will check the nominated 'outbreak control' washing machine in the laundry to ensure that it achieves the required **80°C cycle temperature**.
- Swimming pool will be increased to 2ppm free bromine as a minimum level.
-

10. LEVEL 1 OUTBREAK PROCEDURES TO BE ACTIVATED

10.1 These procedures are for outbreak from a single point source with a clear outbreak curve.

10.2 Increased sanitation controls are required in kitchen and other food operations.

10.3 The General Manager will convene a meeting with the Food & Beverage Manager, Executive Chef and Chief Steward to advise them of the suspect outbreak and the impact on operations.

10.4 Formal daily management inspections will be conducted for at least three (3) days. Copies of all such inspections are to be forwarded to Maho Group Executive team.

10.5 The General Manager will require the Food & Beverage Manager to institute a programme of frequent spot checks in areas of preparation and service areas and that these are carried out to ensure strict compliance with all aspects of the Food Safety Policy and good practice.



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Checks will include

- ✓ Correct separation of clean and dirty tasks.
- ✓ Dish/glass washers achieving a final sanitising rinse temperature of 74°C (165°F).
- ✓ Correct storage and dispensing of cutlery and crockery.
- ✓ Any food items found to be out of time/temperature parameters as specified in the 'Food Safety Risk Assessment' or in any other way compromised will be discarded.
- ✓ Buffets to receive high level of attention
- ✓ Guests to be given alcohol hand wipes or sanitising hand gel at start of buffet line
- ✓ All food to be properly protected by sneeze screens.
- ✓ Food temperatures to comply strictly with Food Safety Risk Assessment System
- ✓ Food and/or utensils that are potentially contaminated through inappropriate guest use to be immediately withdrawn and replaced.
- ✓ All service line utensils are to be replaced every 30 minutes.

10.6 Restaurant precautions

- Tables are to be cleared of all cutleries etc after each sitting or use and all items passed through the dishwasher.
- Non-washable items such as salt & pepper pots are to be externally sanitised with 100ppm chlorine solution after each sitting or use.

10.7 Enhanced Housekeeping Measures

- The General Manager will convene a meeting with Chief Housekeeper and Assistant Housekeepers to advise them of the suspect outbreak and the impact on operations.





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Matters will include

- Ensure all normal cleaning routines are maintained and supervised.
 - Increase all hygiene standards wherever and whenever possible.
 - Sanitise contact surfaces such as handrails, lift controls, toilet door handles etc.
 - Locate and safely dispose of any vomit etc.
 - The Front Office Manager will notify Chief Housekeeper of rooms of affected persons; additionally Room Attendants are to notify their Supervisors of rooms where guests have been ill. All surfaces within the rooms are to be cleaned and sanitised. Bed linen and towels are to be changed. Dirty linen, soiled bed spreads and other similar materials are to be placed in marked bags and sealed, then transported to the laundry and washed at 80°C. No marked bags are to be left in hallways at any time. If washing is not immediate all marked bag laundry is to be stored separately from other items.
- Any vomit spills in guest or team member areas are to be isolated and dealt with using 'Sanitaire' or 'Stapro' sanitising and drying powder or similar product.
- Vomit affected areas of carpets to be cleaned using the dedicated **HEPA vacuum**.

10.8 Leisure Water Systems

- The Facility Director will examine all water chlorination & bromination for pools from the seven (7) days preceding the date of





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the suspected outbreak being declared so as to establish that no failure has occurred.

- The Facility Director is overall responsible for the water management on property.
- The Facility Director must ensure that once we reach 4 cases within 24hrs we switch to fresh water treated with 99% Trichloro- S – Triazinetrione
- The Facility Director in co-operation with the Chief Engineer is responsible for monitoring and ensuring safe procedures are followed, addressing and activation of action required in cases of contaminated water being found at any stage. Records for all procedures are to be maintained as are corrective action reports for any non-conformances found.

➤

10.9 Legionella

- The Facility Director will examine all hot water return temperature and water chlorination records from the ninety (90) days preceding the date of the suspected outbreak being declared so as to establish that no failures have occurred.
- The General Manager with the Chief Housekeeper will check all records of shower head disinfection records from the ninety (90) days preceding the date of the suspected outbreak being declared so as to establish that no failures have occurred.

10.10 Air conditioning

- The Facility Director will examine all records of cleaning and





sanitising of air handling plant for the month preceding the date of the suspected outbreak being declared.

- All weekly and monthly sanitising programmes will be repeated.

11. **LEVEL II OUTBREAK PROCEDURES**

11.1. These procedures are to be enacted when an outbreak without a definite point source occurs or an outbreak continuing from a point source without any evidence of the decline phase of the outbreak curve.

- Level I actions are to be supplemented by the following requirements.

11.2. **Housekeeping**

- Chief Housekeeper and Assistant Housekeepers will arrange and organise a 'Hit Squad' to undertake thorough cleaning and sanitising of affected areas including rooms, public areas, etc..
- A log will be maintained of the location of each guest and room with ill persons and the location of illnesses in public areas.
- Each 'Hit Squad' will comprise of two men and a Supervisor.
- All staff undertaking such duties are to be equipped with
 - Disposable boiler suits
 - Plastic overshoes
 - Disposable gloves.
- All items are contained within the Bio-Hazard kit and can be supplemented and replaced from Inventory Stores. Gloves are to be replaced after completion of each task and boiler suits changed at the end of each shift, before eating or whenever



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soiled. All discarded items are to be sealed in marked bags for disposal. Hit Squad members are to wash their hands after each task and to shower on completion of their shift

- Their duties will include
 - Cleaning and sanitising all hard hand contact surfaces such as hand rails, lift controls, door handles, chairs in restaurants, public areas, cafeteria etc.
 - Toilets in public areas are to be cleaned and sanitised immediately on notification of a vomiting incident and at 30 min intervals. Attention must be paid to surfaces of toilet seats, bowl, wash hand basin and any other surface that could have been contaminated by vomit. Toilet rolls and paper towels in affected toilets are to be replaced and disposed of in marked bags.
 - Residuals of illness events will be removed using gloves & rags as a first stage followed by the use of 'sanitaire' or 'satpro' absorbent powders before washing, rinsing & sanitising of the affected area.
 - All soiled items from such clean up operations will be placed in red bags on completion of work, sealed and transported for immediate incineration.
- Affected carpets are to be cleaned in the same manner with the addition carpet being scrubbed, wetted with micro-quat and the wet vacuumed using the dedicated HEPA vacuum cleaner.
- Under no circumstances must a conventional vacuum cleaner be used in a clean up operation due to the risk of formation of aerosols and the possibilities of causing more spread of illness.
- All areas affected by vomit/diarrhoeal incidents will be re-treated after 24 hours.
- In affected rooms all hard surfaces will be sanitised daily



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- In affected rooms contaminated soft furnishings will be placed in marked bags and sent for immediate laundering, all other soft furnishings will be sprayed with micro-quat, virox or other product approved by the contracted Environmental Health advisor.

12.0 LEVEL III OUTBREAK PROCEDURES

12.1 These procedures are for an outbreak continuing 48 hours after implementation of level II controls.

12.2 The following actions are to be carried out in addition to Level I and Level II controls.

12.3 Housekeeping

- A programme of misting all carpets in all guest areas with the approved sanitising agent is to be initiated. Misting will be carried out at least once in every 24 hour period.
- All hard surfaces sanitising to be carried out using the approved sanitizers.
- All glassware in rooms is to be replaced by disposable paper or plastic items.
- All refuse from rooms is to be treated as 'marked bag' and taken directly to the incinerator.