

# SALINA MARIS" PROTECTION CONCEPT

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## Content

<b>SALINA MARIS" PROTECTION CONCEPT .....</b>	<b>1</b>
<b>1 General rules.....</b>	<b>2</b>
<b>1.1 Hand hygiene .....</b>	<b>2</b>
<b>1.2 WEARING MASKS .....</b>	<b>2</b>
<b>1.3 Keeping a distance.....</b>	<b>2</b>
<b>1.4 Cleaning .....</b>	<b>4</b>
<b>1.5 Diseases .....</b>	<b>4</b>
<b>1.6 Special work situations .....</b>	<b>4</b>
<b>1.7 Information.....</b>	<b>5</b>
<b>1.8 Management.....</b>	<b>5</b>
<b>1.9 Collection of contact data .....</b>	<b>6</b>
<b>1.10 Other measures .....</b>	<b>6</b>
<b>2 Breakfast , drinks and food .....</b>	<b>6</b>
<b>2.1 Work with unavoidable distance under 1.5 M .....</b>	<b>7</b>
<b>2.2 Cleaning .....</b>	<b>7</b>
<b>2.3 Collection of contact data .....</b>	<b>8</b>
<b>3 Swimming pool and wellness .....</b>	<b>8</b>
<b>3.1 Swimming pool and spa .....</b>	<b>8</b>
<b>3.2 Cleaning .....</b>	<b>9</b>
<b>Closing .....</b>	<b>9</b>

In the following, the term guest group refers to those guests who belong together and consume the services on site together. The persons in a guest group do not have to arrive together. A guest group comprises a maximum of 10 guests.

# 1 GENERAL RULES

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## 1.1 HAND HYGIENE

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All persons in the company clean their hands regularly.

Specifications	Implementation standard
Setting up hand hygiene stations	Guests must be able to wash their hands with soap and water or disinfect their hands with a hand sanitiser when entering the establishment.
All persons in the company should wash their hands regularly with soap and water.	Washing facilities with water and soap are available. If these are not available, hand disinfectant is available. Employees are instructed.
Hand washing - Special situations	If possible, wash or disinfect hands before carrying out the following tasks: Setting tables, handling clean dishes, folding napkins and polishing cutlery.

## 1.2 WEARING MASKS

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All persons over the age of 12 wear a face mask in indoor and outdoor areas accessible to the public.

Specifications	Implementation standard
Principle	Masks must be worn correctly. Guests who do not wear masks will be made aware of the obligation to wear them. If the guests do not follow the instructions, the management must be informed.
Exception breakfast room + lobby	No mask needs to be worn while guests are seated at the table in the breakfast room or lobby.
Exception single workplace	No masks need to be worn if a staff member is working alone in a room and no other persons are present, e.g. at the reception, in the kitchen or during cleaning work (bathroom, wellness area). A mask is ready to hand and is put on as soon as other people arrive.
Exception married couples	No mask needs to be worn if several people from the same household work together in one room.
Exceptions medical certificate	If someone is unable to wear a mask at all times due to health restrictions, they will need a doctor's certificate for this.
Swimming pool, sauna + steam bath	Swimming pool, sauna and steam bath are exempt from the mask requirement.
Children	Children before their 12th birthday are exempt from the obligation to wear masks, as are persons who can prove that they cannot wear face masks for special reasons, in particular medical reasons.
House right	The establishment shall draw the guests' attention to the obligation to wear masks. In the event of non-compliance, the establishment shall exercise its domiciliary rights.

## 1.3 KEEPING A DISTANCE

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Employees and other persons must keep a distance of 1.5 m from each other. This applies in addition to the obligation to wear masks.

Specifications	Implementation standard
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<b>Define movement and stay zones</b>	
Ensure distance of 1.5 m between customers	Place floor markings to ensure that the distance of at least 1.5 m is maintained between persons present in the establishment and to respect the flow of persons.  In principle, no minimum distances apply for guests or staff when moving from one place to another.
<b>Personal contact</b>	
<b>Avoid</b>	There is no physical contact between guest and staff. Shaking hands is strictly prohibited.
<b>Room division</b>	
Ensure a distance of 1.5 m	A distance of 1.5 metres must be maintained between the groups of guests to the front and to the side "shoulder-to-shoulder" and a distance of 1.5 metres from table edge to table edge to the back "back-to-back".
	A maximum of 4 persons of a 'guest group' may be seated at one table, i.e. at one seating group. Exceptions apply to families with more than 4 people living in the same household.
	In the spa area (sauna, steam bath, relaxation room) the minimum distance of 1.5 m applies. Groups of guests belonging together do not have to keep the minimum distance there either.
<b>Waiting area</b>	Waiting points are marked on the floor in the lobby. Care is taken that waiting guests 'use' these.
	In principle, no minimum distances apply when guests or staff use passageways in premises.
<b>Shared room</b>	When 'rooms' are occupied by different people arriving separately (hiking groups), the beds must be at least 1.5 m apart. In practice, 209, 309 and the flats come into question.
<b>Spa area</b>	Place resting places (e.g. deckchairs, seating areas, sports equipment etc.) with a distance of 1.5m metres.
	Hotel guests are asked to change already in the room
	Guests in the changing rooms must maintain the minimum distance.
	Guests who are in the entrance area and not just 'passing through' it must wear a mask.
<b>Limit number of persons</b>	
<b>Number of users in premises regulate</b>	According to number of seats/resting possibilities or according to sqm in the spa.
	Maximum number of users is advertised at the entrance.
<b>Work with unavoidable distance below 1.5 m</b>	
<b>Distance of 1.5 m cannot be maintained</b>	Work with separating elements (e.g. Plexiglas)
	Work with protective items (e.g. face masks, gloves).
	2 persons working next to each other for more than 15 minutes or wearing hygiene masks (e.g. surgical masks, OP masks).

## 1.4 CLEANING

Regular cleaning of surfaces and objects after use as needed, especially if they are touched by several people.

Measures	
<b>Ventilation</b>	
<b>Ensure air circulation at all costs</b>	Ensure regular and sufficient air exchange in the units (ventilate 4 times a day for approx. 10 minutes).
<b>Surfaces and objects</b>	
<b>Clean surfaces and objects regularly</b>	Clean surfaces and objects (e.g. floor, tables, chairs, reception, hotel rooms in use) regularly, at least daily, with a commercial cleaning agent.
<b>Regularly clean objects that are touched by several people.</b>	Door handles, lift knobs, stair railings, coffee machines, keyboards, cash registers, kitchen equipment used, and other work materials used by several people are cleaned or disinfected regularly - depending on use, but at least once a day.
	There is no minibar service offered.
<b>Cleaners</b>	
<b>Regular cleaning</b>	WC facilities are regularly cleaned and disinfected.
	Disposable cloths are preferably used for cleaning work. If cloth cloths are used, they must be changed regularly, but at least 2 times a day.
<b>Waste</b>	
<b>Avoid contact with potentially infectious waste and handle waste safely</b>	Regular emptying of waste bins (especially at hand-washing facilities).
	Staff wear gloves when handling waste and dirty laundry if necessary.
	Disposable gloves are changed after one hour and disposed of in a closed waste bin.
<b>Workwear and linen</b>	
<b>Keeping professional linen clean</b>	Use personal work clothing
	Wash work clothes regularly with standard detergent.
	Use customer linen only for the same person if used several times.

## 1.5 DISEASES

Persons showing signs of COVID should immediately stay at home or be sent home. They are requested to follow the measures according to the FOPH (cf. [www.bag.admin.ch/isolation-und-quarantaene](http://www.bag.admin.ch/isolation-und-quarantaene)). They are only allowed to return to work after a negative test or after the illness has ended. Further measures follow the instructions of the cantonal medical service.

## 1.6 SPECIAL WORK SITUATIONS

Consideration of specific aspects of work and work situations to ensure protection

Measures
Face masks should be changed and/or cleaned according to use. Hands must be washed before putting on the mask and after taking it off and disposing of it. The disposable masks are to be disposed of in a closed waste bin.

Disposable gloves are changed after one hour and disposed of in a closed waste bin.

The protective measures (in particular the minimum distance of 1.5m) also apply to the delivery and removal of goods and waste.

## 1.7 INFORMATION

Inform employees and other affected persons about the requirements and measures. Send sick persons in the company home and instruct them to follow the (self-)isolation according to the FOPH.

### Measures

The company shall inform the employees about their rights and protective measures in the company. This includes, in particular, informing employees who are particularly at risk.

The establishment shall display the protective measures according to the FOPH in the entrance area. Guests are to be made aware in particular of the distance rules, the wearing of masks up to the table and the avoidance of mixing of groups of guests.

The company regularly instructs the employees on the hygiene measures taken and safe handling of customers.

Staff are trained in the use of personal protective equipment (e.g. hygiene masks, gloves, aprons) so that the equipment is properly donned, used and disposed of. Evidence of the training can be provided.

Staff are trained in the proper use of surface disinfectants, as not all surfaces are alcohol-resistant and surface changes can occur. It is also recommended to cover the floor covering at hand disinfectant stations.

Guests are asked verbally or in writing at reception or at the entrance to refrain from visiting if they have symptoms that indicate a respiratory illness, e.g. using the current FOPH poster "this is how we protect ourselves".

The company informs the employees transparently about the health situation in the company. It should be noted that health data is particularly sensitive data.

## 1.8 MANAGEMENT

Implementation of the specifications in the management in order to efficiently implement and adapt the protective measures. Adequate protection of particularly vulnerable persons.

### Measures

The enterprise provides hygiene articles such as soap and disinfectants in sufficient quantities. It regularly checks the stock and replenishes it.

The contact person for occupational safety (safety officer of the company) checks the implementation of the measures.

Operators must present their protection concept to the competent cantonal authorities at their request and grant them access to the facilities, operations and events.

If the competent cantonal authorities establish that there is no adequate protection concept or that it is not being implemented, they shall take the appropriate measures. They may close individual facilities or establishments or prohibit or dissolve individual events.

Whenever possible, employees (e.g. back office) should work in a home office. Employers are obliged to observe the home office recommendations of the Federal Office of Public Health.

## 1.9 COLLECTION OF CONTACT DATA

The contact details of the persons present must be collected in accordance with the official protection concept if there is a shortfall of the required distance without protective measures between groups of guests for more than 15 minutes. At Salina Maris, this is generally not the case.

For security reasons, all guests are asked for their telephone number. This is done either during the booking process or at the latest upon arrival. The data is treated in the same way as the other guest data.

## 1.10 OTHER MEASURES

### Measures

Markus Schmid as the contact person for occupational safety checks the implementation of the measures.

## 2 BREAKFAST , DRINKS AND FOOD

### Measures

The breakfast buffet is offered

All guests staying in the main house are offered the possibility to have breakfast in their room without extra charge. A corresponding order form is always given to you.

On the buffet, care is taken that the guest does not come into contact with the food as much as possible. Cheese is pre-sliced. The spit shield is extended.

The staff presents the bread to the guest in a basket and serves it with tongs.

The staff serving the guests wear a protective mask.

A maximum of 32 guests are allowed in the breakfast room. In addition, a maximum of 9 guests can have breakfast on the breakfast terrace (2 x table for 4 and 1 x table for 1.).

The tables have a minimum distance of 1.5 metres. To the rear/front (in the direction of seating), the tables must have a distance of 1.5 metres from the edge of the table. To the side (in the direction of seating), the 1.5 metre distance applies from the nearest edge of the adjacent chairs of two tables.

Ensure that there is no mixing of guest groups.

If there is a wait for breakfast service, guests are asked to wait in their room or in a free space in the lobby. As soon as space is available in the breakfast room, guests will be called in/out.

In principle, no minimum distances apply when guests or staff use passageways in premises where guests are consuming.

For group transports: reduce the number of people in the vehicle if possible by making several trips. Guests must wear masks.

The front row of seats is left empty if possible. In this case, the driver does not wear a protective mask. If the front row of seats must be used, the driver wears a protective mask in the area of the municipality of Mörel-Filet. For longer journeys, he can dispense with the protective mask. Only protective masks made of fleece are permitted. Fabric protective masks are prohibited for the driver.

If the distance at the workplaces falls below 1.5 metres, even for a short period of time, the wearing of a hygiene mask is obligatory in principle.

Inform guests about official minimum distances and make them aware of them. In case of non-compliance, make use of the house rules.

<p>Coffee bar: Hand sanitizers are provided. The touch screen is cleaned regularly.</p> <p>The rose quartz water will be removed. Likewise, mineral water is no longer provided in the wellness area.</p> <p>Guests are informed that the drinking water is Breiten spring water of first-class quality.</p>
<p>Agreements have been signed with the Aletsch and Tunetsch restaurants in Mörel so that our guests can be catered for in these restaurants. The hotel sends a house list to the restaurants every noon during the time when the restaurants in the Valais are closed due to Corona. This lists all guests in alphabetical order with name, room number, date of arrival and departure, reservation number, etc. In addition, each room receives a guest card with which the guests can identify themselves.</p>

## 2.1 WORK WITH UNAVOIDABLE DISTANCE UNDER 1.5 M

Consideration of specific aspects of work and work situations to ensure protection

Measures
As far as possible, there is no physical contact between guest and staff. This does not apply to medical emergencies.
Breakfast is served in the room on request on a tray in the room. It is 'put down' for the guest. He then serves himself.
Should the distance of 1.5 metres at the workplaces be undercut even for a short period of time, the wearing of a hygiene mask or face visor is strongly recommended, but there is no obligation to wear it.
The company allows employees to work with hygiene masks or face visors at their request.

## 2.2 CLEANING

Regular cleaning of surfaces and objects after use as needed, especially if they are touched by several people.

Measures
The place setting is served with breakfast.
Disposable cloths are preferably used for cleaning work. If cloth cloths are used, they must be replaced regularly.
Public toilets are cleaned and disinfected regularly.
Ensure regular and sufficient air exchange in workrooms (e.g. ventilate 4 times a day for approx. 10 minutes).
If used more than once, customer laundry is only used for the same person.
Menu cards and trays are disinfected after each guest.
Cutlery and crockery (even when not in use) are cleaned with a dishwasher if possible (not by hand). Rinse cycles are carried out at temperatures above 60 °C.
Only use client laundry with the same person if it is used several times e.g. write down storage sheets in physiotherapy and only use them with one client at a time

## 2.3 COLLECTION OF CONTACT DATA

The establishment collects contact details of the guests in order to be able to trace any chains of infection:

Measures
The hotel is obliged to collect the contact details of the guests at breakfast, as the expected shortfall of the required distance leads to an increased risk of infection.
Every guest is asked to install SocialPass and scan the corresponding QR code at breakfast as well as at dinner in one of the restaurants.
The confidentiality of the data and the forwarding to the cantonal authorities is done via the SocialPass/SocialScan app. The hotel has no access to this data.

## 3 SWIMMING POOL AND WELLNESS

### 3.1 SWIMMING POOL AND SPA

Employees and other persons keep a distance of 1.5 m from each other.

Specifications	Implementation standard
<b>Define movement and stay zones</b>	
Face masks	All persons wear a mask in indoor and outdoor areas accessible to the public.
	No mask needs to be worn: <ul style="list-style-type: none"> <li>- If a person is alone in a room.</li> <li>- During therapies, when the guest is lying on his stomach.</li> <li>- When swimming and in the swimming hall. Here the maximum number of people is limited to 30 (approx. 1 person / 10 m<sup>2</sup>).</li> </ul>
Exceptions to the spacing rules	Groups of guests (e.g. couples, families or hotel guests who have arrived together, members of the same household) do not have to keep a distance of 1.5 m from each other in the wellness area. Care should be taken to ensure that guest groups do not mix.
Ensure distance of 1.5 m between the clientele	Place resting places (e.g. deckchairs, seating areas, sports equipment etc.) at a distance of 1.5 metres.
	1.5 M Ensure distance in common rooms such as changing rooms (e.g. lock individual lockers). Ask guests to change in the hotel room, if possible.
	Only 1 person per shower compartment is allowed to shower.
<b>Room division</b>	
<b>Use of swimming pools possible</b>	Swimming pools and saunas can be used.
	A maximum of 1 person per 4 m <sup>2</sup> is allowed (according to the protection concept thermal spas) to swim in the pool. Therefore, 30 people are allowed in our pool with 120 m <sup>2</sup> of water surface.
<b>Limit number of persons</b>	
<b>Indoor swimming pool</b>	There are loungers for a total of 11 people in the swimming hall. Additional loungers are available in the wellness area.
	When the weather is nice, the sunbeds in the garden can be used.
	Hotel guests are advised to rest in their rooms after bathing.
	A maximum of 30 people are allowed in the swimming hall.



<b>Wellness area</b>	In the wellness area there are 4 loungers and 2 offers. A total of 5 people may use the wellness area of around 70 m <sup>2</sup> .
	A maximum of 2 people are allowed in the steam bath and 3 in the sauna cabin at the same time. In this way, the distance of 1.5 m can be maintained.
	Sauna and steam bath are only offered on reservation. Reservations are made for 1 hour (gross) at a time. Advance reservations can be made at the reception (hotel or spa). The use of the sauna and steam bath is free of charge for guests of the Badehotel Salina Maris.
	If the wellness area is not used despite the existence of a reservation, we will charge you an amount of CHF 25.
<b>Cosmetics Massages Therapies</b>	Customers make an appointment for massages, cosmetics and therapies. When making a reservation, contact details are collected separately if required. For hotel guests and for patients with a doctor's prescription, these are known.
	During therapy, the staff member wears a mask. The client must also wear a mask. Exceptions are treatments where this is not possible (e.g. facial treatment) and in cases where the client turns his back to the staff member (back massage).
	Before treatment, the staff member and the client must wash their hands with soap or disinfect them.
	Only clients without COVID symptoms or with a negative result will be treated.
<b>Fitness room</b>	The fitness room may be used by a maximum of 3 people. Due to the size and the ventilation, masks are not required. However, a distance of 1.5 m must be maintained. The equipment must be disinfected by the guest after each use.

## 3.2 CLEANING

Regular cleaning of surfaces and objects after use as needed, especially if they are touched by several people.

Measures	
<b>Ventilation</b>	
<b>Cleaners</b>	
<b>Regular cleaning</b>	Public toilet facilities are regularly cleaned and disinfected.
	Disposable cloths are preferably used for cleaning work. If cloth cloths are used, they must be changed regularly, but at least 2 times a day.
<b>Waste</b>	
<b>Avoid contact with potentially infectious waste and handle waste safely</b>	Staff wear gloves when handling waste and dispose of them immediately after use, or wash their hands thoroughly after handling waste.
	Only use client laundry with the same person if it is used several times e.g. write down storage sheets in physiotherapy and only use them with one client at a time

## CLOSING

This document was created based on an industry solution.

This document has been circulated and explained to all staff.