

CHIVA-SOM COVID-19 POLICY

KEEPING YOU SAFE HERE'S WHAT WE ARE DOING

Arrival

- Thermal scanning upon arrival.
- Hand sanitiser and face masks available at reception and in other areas.

Your Room

- Extra deep-cleaning protocols.
- Top mattress and pillows changed after each guest stay.
- Items, such as spare pillows and some amenities, have been removed from the room -but are available upon request.
- Mini-bar amenities will be newly provisioned for each guest.
- A biohazard bin has been placed in each guest's room for the disposal of masks, tissues, etc.

Wellness, Fitness and Restaurants

- Physical distancing practices are in place.
- Some treatments have been modified or restricted to manage proximity.
- We encourage the use of outdoor areas.
- Extra deep-cleaning of treatment rooms, equipment and common areas, including UV disinfectant light cleaning.
- Appointment times changed slightly to reduce clustering.
- An a-la-carte menu service is being provided rather than a buffet.

The Chiva-Som Staff Team

- Intensive training on measures to reduce risk of exposure and the spread of disease.
- Staff are using PPE -masks, shields, gloves -according to their tasks.
- Daily thermal scanning for all employees and suppliers.
- Regular COVID-19 tests for therapists and trainers, who will also stay in controlled accommodation for the period of their work.

Chiva-Som Medical

- The nursing team is available 24hrs per day, please call if you have any queries or concerns.
- The COVID-19 Rapid Test (antibody test) is available on site. Please contact the nursing team if you wish to be tested.

PROTECTING YOURSELF AND OTHERS

Please consider the following recommendations from the WHO to reduce exposure and the transmission of disease as follows:

Personal Hygiene

- Wash your hands frequently with soap and water, or an alcohol-based hand sanitiser. These products are provided in your room and at several places around the resort. Gloves and face shields are available upon request.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- When coughing or sneezing, cover your mouth and nose with flexed elbow or tissue.
- Dispose of the tissue immediately and wash your hands.
- Wear a mask or face shield to prevent the spread of water droplets.

Physical Distance

- Keep a distance of 2 metres from others.
- Avoid close contact with anyone who has fever or a cough.

Seek Assistance

- If you have a fever, cough, diarrhea, a sudden loss of smell and/or taste, become tired easily and have difficulty breathing, seek medical care early.

Chiva-Som's nursing team is on duty 24hrs a day to help guests who may require assistance. If you feel unwell, please call Ext. 4 and the nurse will come to your room. Chiva-Som will accompany anyone showing COVID 19-like symptoms to a nearby hospital.

USING PERSONAL PROTECTIVE EQUIPMENT (PPE)

Before putting on PPE, clean your hands with soap and water or an alcohol-based hand sanitiser.

Mask

- Cover your mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Secure the elastic bands.
- Fit the flexible band to the bridge of your nose.
- Fit snugly against your face and below your chin.

Face shield

- Place the shield over face and eyes and adjust to fit.

Gloves

- Dry your hands.
- Touch only the wrist or cuff area when putting the gloves on.

Removal of PPE

- Consider all surfaces of the PPE as if they are contaminated. Remove them without touching the exterior surface.

Disposal of PPE

- Discard used products into a specially-labeled biohazardous waste bin – these are available in guest rooms, treatment rooms and in some common areas.
- Resuable products (face shields) should be placed into the receptable provided.

Wash your hands following the removal and disposal of PPE and avoid touching your face.



Tips

- *Avoid touching your face*
- *Avoid touching common surfaces.*
- *Change all PPE frequently, or when torn or contaminated*
- *Wash hands frequently*

DEEP CLEAN HAND WASHING

Take 40-60 seconds for this handwashing procedure.



HAND CARE

- Take care of your hands by regularly using a protective hand cream or lotion, at least daily.
- Do not routinely wash hands with soap and water immediately before or after using an alcohol-based hand sanitiser.
- Do not use hot water to rinse your hands.
- After hand scrubbing or hand washing, let your hands dry completely before putting on gloves.