

**Hotel Industry - Special notes on serving guests from
human swine influenza affected countries/areas**

A. ADVICE UPON CHECK IN AT RECEPTION:

NOTE: Perform a brief check of the guests' travel history in the past seven days to ascertain travel history. Countries reporting a large number of cases in the last weeks included Mexico, USA, Canada, Japan and Spain. Please visit the Centre for Health website for the updated list of affected areas: http://www.chp.gov.hk/files/pdf/Swine_flu_List_of_affected_areas.pdf.

For guests with positive travel history:

1. Advise the guest to wear mask for seven days upon arrival in Hong Kong according to Centre for Health Protection (CHP) recommendation. Surgical masks should be provided.
2. Advise to observe good personal hygiene, with special emphasis on Hand Hygiene and Cough Etiquette. Relevant pamphlets dispatched by CHP should be given to the guest upon check in.
3. Pocket size alcoholic based hand rub should be provided to the guests.
4. Once feeling unwell, they should stay in the room and call the hotel operator at once for medical arrangement.
5. The DH hotline number 2125 1111 and the hotel telephone number should be given to the guest(s) to seek advice in case he/she develops symptoms away from the hotel.
6. The guest(s) is/are not encouraged to take public transport if flu symptoms develop. The Hotel should be alerted to make any arrangement related to the medical condition.

Guests without positive travel history are reminded to observe personal hygiene.

B. HANDLING OF SYMPTOMATIC GUEST:

1. Notify CHP immediately for any symptomatic case through hotline 21251111. CHP will arrange ambulance for taking the symptomatic guest to hospital for medical follow up and management.
2. Before the arrival of ambulance,
 - isolate the symptomatic guest in his/her room and advise him / her to keep putting on the mask , while group and relocate any other asymptomatic roommate(s) in another room.
 - advise other asymptomatic collaterals to stay at their rooms.
 - open the windows of the rooms for better ventilation if possible.
 - suspend any mass gathering or social activities in the Hotel.
 - minimize contacts between staff and the symptomatic guest, his / her roommates and collaterals as far as possible.
3. Staff should put on a mask, disposable gown and gloves, and face protection if it is necessary for staff to contact the symptomatic guest, his/her family members or collaterals.
4. Hotel staff should prepare a list on potential contacts / collaterals, which may include all the staff and residents who had stayed in the hotel, dates of staying in the hotel (check in and check out dates), identification number/ passport number, age/sex, nationality, contact telephone number, for possible public health action in case the patient is confirmed to be suffering from human swine influenza.
5. Environmental disinfection by using 1 part of household bleach in 49 parts of water, should be done immediately for any potential touched installations or equipment or traffic pathways used by the symptomatic guest, for example elevator control panels and lobby.

For details, please refer to Guidelines on Infection Control and Prevention on Hotel Industry.
http://www.chp.gov.hk/files/pdf/Infection%20Control%20Guideline%20in%20Hotel%20Industry%20_FINAL_18Sep08_.pdf
We would like to draw your attention to Chapter 3 (page 23) on handling of sick guests and Chapter 5 on Outbreak of Communicable Diseases.

Prepared by Centre for Health Protection
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