衞生防護中心
Centre for Health Protection

Property Management

Advice on Prevention of Infectious Diseases

Infection Control Branch

March 2024

衞生防護中心乃衞生署轄下執行疾病預防及控制的專業架構
The Centre for Health Protection is a professional arm of the Department of Health for disease prevention and control

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Chapter 1 : Introduction

Property management companies and their employees face various challenges in managing premises environment. Among these challenges, maintenance of environmental hygiene and safeguarding the occupational safety and health are of utmost importance and should not be overlooked.

To prevent the occurrence or spread of infectious diseases in the property, proper hygiene must be kept at all times to protect the health of residents, tenants of shopping centres and people entering and leaving the property. The property management companies have the responsibilities of alerting their employees to be aware of the importance and to know the appropriate practices of maintaining a clean environment.

We intend to provide practical infection control advice to property management companies and their employees, with an aim of preventing the spread of infectious diseases. They are recommended to acquire relevant knowledge and adopt measures in this advice to lower the chance of transmitting infections within the property as far as possible. The objective is best achieved through effective communication and cooperation between different teams and parties.

Owing to the difference in property facilities and settings, the suggestions given in this document should be taken as reference only. For the most updated information related to infectious diseases and infection control, please visit the website of the Centre for Health Protection (https://www.chp.gov.hk/en/index.html).

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Chapter 2 : Concepts of Infectious Diseases

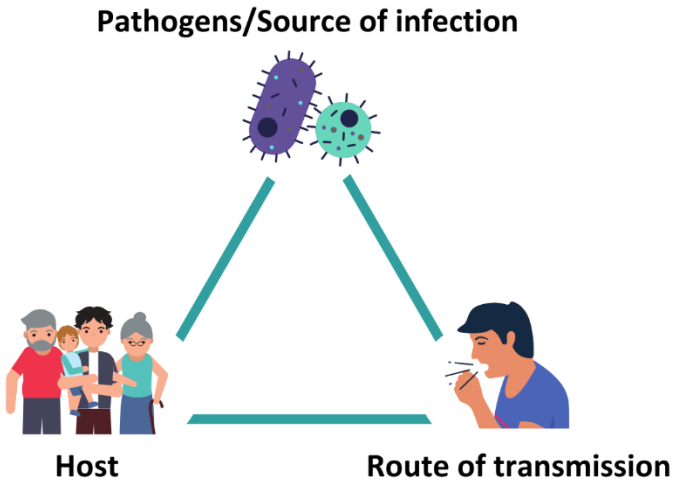
2.1 Infectious diseases

Infectious diseases refer to diseases that can be transmitted to make people ill. They are caused by infective agents (pathogens), which invade the body and then multiply or release toxins to cause damages to normal body cells and their functions. In severe cases, they may lead to death. These pathogens can spread from a source of infection (e.g. patients, carriers, sick animals) to another person through various modes (or routes) of transmission.

2.2 Chain of infection

Crucial factors for the spread of infectious diseases include the pathogens, the source of infection, the mode of transmission and susceptible host. The whole process is known as the 'chain of infection'.

Chain of infection



2.2.1 Pathogens

Pathogens are infective microorganisms, e.g. bacteria, viruses, fungi and parasite that will cause infections.

2.2.2 Source of infection

This refers to the reservoir where pathogens can live, parasitise and breed. It includes humans (e.g. symptomatic patients, carriers and people with latent infections), livestock, insects and environments e.g. soil or wastes. The source of infection will normally form the basis for pathogens to infect humans.

2.2.3 Host

Host refers to the susceptible population. Some people are more prone to infection and become host. For instance, young children, elderly persons and patients with chronic diseases are more susceptible to infection because of weakened body immunity.

2.2.4 Mode of transmission

This refers to the method of transfer by which the pathogen moves or is carried from one place to another. Some infectious diseases have more than one mode of transmission, e.g. chickenpox, coronavirus disease 2019 (COVID-19) can be transmitted by airborne, droplet or contact transmission.

2.2.4.1 Contact transmission (direct and indirect)

Direct contact transmission means pathogens spreading through direct body contact with the infected persons, such as direct skin contact during handshake.

Indirect contact transmission means pathogens are spread through contact with objects or environmental surfaces which are contaminated by infective agents, such as touching a contaminated elevator control panel or sharing of towels that have been used by a person with infection.

Examples of infectious diseases transmitted through contact include multi-drug resistant organisms (e.g. methicillin-resistant *Staphylococcus aureus* and vancomycin-resistant enterococci), norovirus, hand-foot-and-mouth disease and scabies.

2.2.4.2 Droplet transmission

These droplets are usually larger than 5 micrometer (μm) in size and are generated when the source person coughs, sneezes, spits and talks. They tend not to remain suspended in the air for a prolonged period of time and normally do not travel beyond the distance of 1 to 2 metre from the source.

Examples of infectious diseases transmitted mainly by the droplet route include influenza, pneumococcal infection and severe acute respiratory syndrome (SARS).

2.2.4.3 Airborne transmission

Airborne droplet nuclei, usually smaller or equal to 5μm in size containing pathogens remain suspended in the air for a prolonged period of time and cause infection after inhaling into our lungs.

Examples of infectious diseases transmitted mainly by the airborne route include tuberculosis, chickenpox and measles.

Apart from the above three routes, there are other routes of transmission include bloodborne transmission, food-borne or water-borne transmission, vertical (mother-to-child) transmission and vector-borne transmission.

2.3 Principles on preventing transmission of infectious diseases

The prevention of infectious diseases should focus on controlling the factors for the spread of infectious diseases to break the chain of infection.

Factors of transmission	Control measures
Pathogen	• Disinfection to kill the pathogen
Source of infection	• Early detection, isolation and treatment of the sick person • Removal of breeding sites of pathogen
Mode (route) of transmission	• Maintenance of good environmental, personal and food hygiene • Adoption of standard precautions and additional infection control measures appropriate to different modes of transmission
Host (susceptible population)	• Building up personal immunity by healthy lifestyle and immunisation • Prophylaxis if appropriate

Chapter 3 : Preventive Measures against Infectious Diseases

Property management companies and staff should keep good communications with residents and tenants to raise their awareness of infection control. Health messages can be displayed or broadcasted during the peak seasons of infectious diseases. For examples, remind persons with symptoms to refrain from work and seek medical advice as early as possible.

To prevent or control infectious diseases, appropriate infection control measures must be carried out speedily in order to break the chain of infection.

3.1 General recommendations on prevention of infectious diseases

Maintaining personal, environmental hygiene and food safety are vital to prevent acquisition of infectious diseases.

Pay attention and maintain cough manners:

- Cover both mouth and nose with tissue paper when coughing or sneezing.
- Dispose of the soiled tissue paper in a lidded rubbish bin.
- Wash hands thoroughly after contacting with respiratory secretions or objects contaminated with respiratory secretions.
- When having respiratory symptoms, wear a well-fitted surgical mask and seek medical advice promptly.

Build up the body immunity and practise healthy lifestyle by having a balanced diet in accordance with the food pyramid, do regular exercise, ensure adequate rest and sleep, do not smoke and avoid alcohol consumption.

Receive vaccination according to the health authority's advice to boost body's immunity against specific infectious diseases.

3.2 Standard precautions

Standard precautions are designed to reduce the risk of transmission of infective agents from both recognised or unrecognised sources of infection.

They are based on the concepts that all blood, body fluids, secretions, excretions (except sweat) such as urine, faeces, saliva, sputum, vomitus, or secretions from wounds, as well as the non-intact skin such as wound and mucous membrane, should be treated as potentially infectious.

Therefore, staff who anticipate to have contacts with the above should perform the following practices and take appropriate precautions to protect themselves from infection:

- Hand hygiene
- Cough manners
- Use of personal protective equipment (PPE)
- Environmental cleaning and disinfection
- Proper handling of used equipment
- Proper handling of used and soiled linen
- Proper disposal of waste

3.3 Transmission-based precautions

In addition to standard precautions, use **transmission-based precautions** when dealing with people with infectious diseases transmitted by different modes (contact, droplet and airborne routes) are needed to prevent transmission. In which, proper selection and use of personal protective equipment are utmost important.

Some infectious diseases can be transmitted by more than one mode of transmission e.g. chickenpox, COVID-19 and avian influenza.

Chapter 4 : Hand Hygiene

Hand hygiene is one of the most effective infection control measures to prevent the spread of infectious diseases. The property management companies should pay attention on the expiry date when purchasing hand hygiene product or alcohol-based handrub, and store them properly.

Many infectious diseases are transmitted through contact route. If hands are contaminated with pathogens, especially after contacting respiratory secretion, it is easy to get infected with infectious diseases like influenza, coronavirus, respiratory syncytial virus, hand, foot and mouth disease. If soiled by faeces, diseases like dysentery, cholera, hepatitis can spread.

4.1 Proper hand hygiene

When hands are visibly soiled or contaminated with blood and body fluids, hand washing with liquid soap and water should be performed. If hands are not visibly soiled, 70-80% alcohol-based handrub can be used to clean hands. According to the World Health Organization's recommendation, most alcohol-based handrubs contain either ethanol, isopropanol or n-propanol, or their combinations.

4.2 When to perform hand hygiene

- Before touching eyes, nose and mouth.
- Before handling or eating food.
- After using the toilet.
- When hands are contaminated with respiratory secretion, e.g. after coughing and sneezing.
- Before wearing mask and before or after taking off the mask.
- After handling the contaminated items.
- After touching animals, poultry or their droppings
- After handling rubbish.
- After touching public installations such as escalator handrail, elevator control panel or door knob.
- Before or after visiting hospital, residential care homes or taking care of the sick.
- Anytime you find your hands dirty.

4.3 Steps of performing hand hygiene by liquid soap and water

- Wet hands under running water.
- Apply liquid soap and rub hands together to make a soapy lather.
- Away from the running water, rub hands according to the 7 steps of hand hygiene technique for at least 20 seconds (start with palms, then back of hands, between fingers, back of fingers, thumbs, finger tips and finally wrists). Rub each part at least 5 times. Do not rinse off the soap while rubbing.
- Rinse hands thoroughly under running water.
- Dry hands thoroughly with a clean cotton towel or a paper towel.
- The cleaned hands should not touch the water tap directly again, e.g. using a paper towel to wrap the faucet before turn it off.

For details, please refer to the demonstration video from the Centre for Health Protection (https://www.youtube.com/watch?v=pN2C6AJ2_EA).

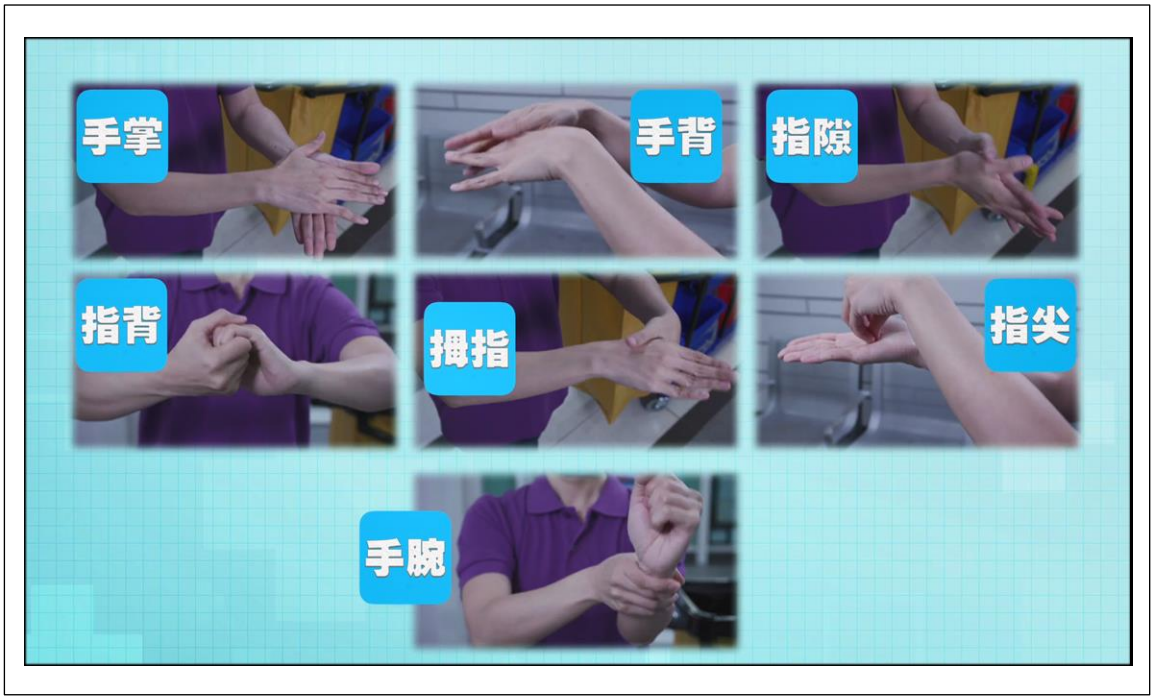
4.4 Steps of performing hand hygiene by alcohol-based handrub

- Apply sufficient amount of alcohol-based handrub to palms, i.e. around 3-5 ml to cover all surfaces of the hands.
- Rub hands according to the 7 steps of hand hygiene technique to rub for at least 20 seconds (start with the palms, then back of hands, between fingers, back of fingers, thumbs, finger tips and finally wrists). Rub each part at least 5 times.
- Let the alcohol-based handrub dry on your hands. Do not wipe it off with paper towel.

For details, please refer to the demonstration video from the Centre for Health Protection (https://www.youtube.com/watch?v=CLVOjMT2H68).

4.5 Seven steps of hand hygiene

- Rub hands according to the 7 steps of hand hygiene technique for at least 20 seconds.
- Start with palms, then back of hands, between fingers, back of fingers, thumbs, finger tips and finally wrists.
- Rub each part for at least 5 times.



Chapter 5 : Environmental Hygiene

5.1 Maintain good ventilation

Maintain adequate indoor and outdoor air exchange to ensure good indoor air quality.

- Adopt natural ventilation as far as possible by inducing the free movement of air into and out of the premises through doors, windows or other openings so as to increase the supply of fresh air.
- Fan-assisted movement of air is the basic component of mechanical ventilation. Properly designed and operated mechanical ventilation provides reliable air exchange.
- Ensure the air conditioning system is in proper function and has sufficient fresh air supply.
- Clean the air filters and ventilation ducts regularly.

5.2 Maintain environmental hygiene

Property management companies should formulate work protocols on the environmental hygiene work and monitor the work performance regularly.

- Ensure the cleaning staff have received training on environmental disinfection procedures. Supervisors should have read and be familiar with the cleaning guidelines. Review and recirculate the guidelines regularly.
- Clean the environment with detergent and water at least once a day.
- Cleaning should begin from the clean areas first and then work towards the dirty areas.
- Cleaned with detergent (especially for visible dirt) before disinfection.
- Increase the cleaning frequency of the frequently touched surfaces based on frequency of use, e.g. clean and wipe elevator control panel, handrail, handle, chair and mailbox at least twice a day, and when the items are visibly soiled.
- Disinfect the environment by disinfectants whenever needed. Disinfect with 1 in 99 diluted household bleach (mixing 1 part

of household bleach containing 5.25% sodium hypochlorite with 99 parts of water), leave for 15 to 30 minutes, rinse with water and wipe dry.

- Use strong absorbent disposable towels to wipe away the contamination from surfaces of articles or places contaminated with respiratory secretions, vomitus or excreta. Then disinfect the places and the neighbouring area with 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15 to 30 minutes and then rinse with water and wipe dry.
- Disinfect surfaces contaminated with blood with 1 in 4 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 4 parts of water) and wipe from the outer area towards the centre, leave for 10 minutes and then rinse with water and wipe dry.
- Disinfect metallic surface with 70% alcohol.
- Routine application of disinfectants to environmental surfaces via spraying is not recommended in indoor spaces because it is ineffective at removing contaminants outside of direct spray zones and can cause eye, respiratory, and skin irritation and other toxic effects. If disinfectants are to be applied, a cloth or a wipe which is soaked in the disinfectant should be used.
- Properly dispose rubbish and waste storing at the refuse room every day.

5.3 Maintain toilet hygiene

Property management companies should formulate work protocols on the toilet cleaning and monitor the performance regularly.

- Keep toilet dry and clean.
- Clean the toilet environment at least once a day. Wipe the rim, seat and lid of the toilet bowl with detergent and water, then rinse with water and wipe dry.
- Disinfect the environment by disinfectants whenever needed. Disinfect with 1 in 99 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 99 parts of water), leave for 15 to 30 minutes, rinse with water and wipe dry.

- Use strong absorbent disposable towels to wipe away the contamination from surfaces of articles or places contaminated with respiratory secretions, vomitus or excreta. Then disinfect the places and the neighbouring area with 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15 to 30 minutes and then rinse with water and wipe dry.
- Provide liquid soap, disposable paper towels and lidded rubbish bin.
- Ensure the flushing system of the toilet and hand dryer are in proper function.
- After using the toilet, close the toilet lid before flushing to avoid spreading germs.
- Ensure there is sufficient water filled in the water traps (including U-shaped, bottle-shaped or anti-syphonage traps) of sanitary fitments such as handwashing basins / wash up sink, bathtubs / shower trays, water closets and floor drains to prevent foul odour and insects in the soil pipe from entering the premises. Pour about half a litre of water into each drain outlet once a week so as to maintain the function.
- Do not alter the drains and pipes without prior authorization. Cracks or defects in the drains and pipes or dried traps may lead to the spread of infectious diseases.

For details, please refer to the website of the Centre for Health Protection. (https://www.chp.gov.hk/files/pdf/make_sure_the_trap_is_not_dry.pdf)

5.4 Rodent and pest control

Rodents can transmit infectious diseases through external parasites, such as fleas, ticks, mites, etc. If coming into direct contact with rodent excrement, or even getting bitten by rodent, there is possibility to be infected with diseases including hantavirus infection, spotted fever, plague, etc. The property management companies should formulate pest control measures and monitor the work performance regularly.

- Improve the design of facilities to prevent potential risks from pests.

- Conduct regular inspections to early detect the factors that encourage pests to live within the property.
- Implement regular pest control measures, such as clearing piled up debris, filling up openings and cracks, installing metallic webs, deploying pesticides, etc.

5.5 Eliminate mosquito breeding

Property management companies should formulate work protocols to prevent and control mosquito breeding and monitor work performance regularly.

- Improve the design of facilities to prevent potential risks from mosquito breeding.
- Inspect and maintain roof gutters and water drains to ensure smooth drainage regularly.
- Cover water containers tightly. Cover or seal tree holes and bamboo stumps with appropriate materials to prevent water accumulation.
- Clear the stagnant water in the keyhole of manhole cover and install plug into keyhole.
- Avoid stacking sundries. Place lidded rubbish bins to collect containers which can accumulate water such as bottles, cans, and foam boxes.
- Change water in the vases and clean the saucers under potted plants at least once a week.
- Eliminate mosquito and insect breeding to prevent spreading of infectious diseases like dengue fever and Japanese encephalitis.

5.6 Disinfectants

Bleach and 70% alcohol are the commonly used disinfectants for environmental disinfection. If other disinfectants are used, they must be used according to the manufacturer's recommendations for achieving the effectiveness of disinfection and ensuring the safety of staff.

5.6.1 Instructions for using bleach

Household bleach contains 5.25% sodium hypochlorite as the active ingredient. Its active ingredient, sodium hypochlorite, denatures protein in microorganisms and is therefore effective in killing bacteria, fungi and viruses. Household bleach works quickly and is widely available at a low cost. Therefore, diluted household bleach is recommended for the disinfection of environment.

Poster on dilution and use of bleach

Bleach irritates mucous membranes, the skin and the respiratory tract, decomposes under heat and light and reacts readily with other chemicals. Improper use of bleach may reduce its effectiveness in disinfection and can injure users.

Dilution and use of bleach should be performed in a well-ventilated area. Remember to wear appropriate personal protective equipment including mask, gloves, safety goggles and plastic apron.

Mix bleach with cold water when dilution, as hot water decomposes the active ingredient of the bleach and render it ineffective. Use a tablespoon or measuring cup for accurate measurement of the amount of bleach added. Use diluted bleach within 24 hours after preparation. Wash hands thoroughly after the procedure.

For details, please refer to the website of the Centre for Health Protection (https://www.chp.gov.hk/en/static/100272.html).

5.6.2 Recommended ways to use disinfectants

General Situation	Novel / Severe Infectious Disease	Household bleach containing 5.25% sodium hypochlorite (Dilution ratio)	How to apply
Environment or articles	---	Mix 1 part of household bleach with **99** parts of water (1 : 99)	Leave for 15 to 30 minutes and then rinse with water and wipe dry
Environment or articles contaminated with vomitus, excreta or secretions	Environment or articles	Mix 1 part of household bleach with **49** parts of water (1 : 49)	Leave for 15 to 30 minutes and then rinse with water and wipe dry
Environment or articles contaminated with blood	Environment or articles contaminated with vomitus, excreta, secretions or blood	Mix 1 part of household bleach with **4** parts of water (1 : 4)	Leave for 10 minutes and then rinse with water and wipe dry

Remarks

1. Use 70% alcohol to disinfect metallic surface.

2. Spraying disinfectants is not recommended in general. It is more preferred to use a wipe soaked with disinfectant to clean and disinfect the surface of articles.

Chapter 6 : Personal Protective Equipment (PPE)

Property management companies should take into account their business nature and the work environment in the course of assessing the potential risk of transmitting infectious diseases, and respond according to the Government's contingency plan for "Novel Infectious Disease of Public Health Significance", to procure appropriate type and amount of personal protective equipment (PPE) to protect the occupational safety of their staff.

Staff are required to assess the hazards and risks of their work, select appropriate personal protective equipment and comply with work processes control to achieve effective protection and minimise the risk of acquiring infection.

It is important to don (put on) and doff (remove) PPE carefully. PPE that is broken or heavily soiled should be taken off immediately with caution. For the sequence of doffing PPE, generally most contaminated items should be removed first (such as gloves). Care should be observed during the doffing process to prevent self-contamination.

6.1 Mask

Mask provides a physical barrier to fluids and large particle droplets. Surgical mask is a type of mask commonly used. People should wear a well-fitted surgical mask when having fever or respiratory symptoms; or when coming into contact with persons with fever or respiratory symptoms; in order to protect themselves and other people and reduce the risk of spreading infection.

When used properly, surgical mask can help prevent infections transmitted by respiratory droplets.

- Appropriate size to completely cover nose, mouth and chin without gaps.
- Attain good seal with the face by minimizing air leak from edges.
- Fit securely to the head with ear loops or ties.
- Equipped with metallic strip over nose bridge.
- Always mold the strip over the nose close to the face when putting on the mask.

- Be comfortable and not require frequent adjustment.

Check whether the mask fits snugly over nose, mouth, and chin

- Check for gaps by cupping your hands around the outside edges of the mask.
- Make sure no air is flowing from the area near your eyes or from the sides of the mask.
- If the mask has a good fit, warm air will not be felt coming through the front of the mask and the mask material may be seen moving in and out with each breath.

For details, please refer to the website of the Centre for Health Protection.
(https://www.chp.gov.hk/files/pdf/use_mask_properly.pdf)
(https://www.chp.gov.hk/files/pdf/supplementary_note_on_use_mask_properly_choose_the_right_surgical_mask_eng.pdf).

6.2 Gloves

Gloves protect the user's skin. Latex or rubber gloves are more commonly used. Nitrile gloves may be used if there is latex allergy. Gloves should be worn when handling blood, body tissues, excretions, body fluids, secretions or any contaminants. When coming into direct contact with a patient or indirectly contact with contaminated items, gloves should be worn to protect the user and reduce the chance of infection. Observe the following when using gloves:

- Choose gloves of appropriate size.
- Gloves cannot replace hand hygiene. Perform thorough hand hygiene immediately before putting on gloves and after removing used gloves.
- Do not touch the face, eyes, nose, mouth and the surrounding environment after putting on gloves.
- Change the gloves immediately if they are damaged or contaminated.
- Should not disinfect the surfaces of the gloves and use them as substitute for hand hygiene.
- Do not wash, disinfect or reuse disposable gloves. Dispose of them properly.

6.3 Gown

Gown protects the user's skin and prevent contamination of the work clothes. Gown should be worn when handling blood, body tissue, excreta, body fluids, secretions or any other contaminated waste. When coming into direct contact with a patient or indirectly contacting contaminated environment, gown should be worn to protect the user and reduce the chance of infection.

- Choose gown of appropriate size.
- Avoid contacting the surrounding environment after wearing gown
- Change the gown immediately if it is damaged or seriously contaminated.
- Remove gown carefully to avoid contamination of skin or work clothes.
- Discard the gown in a lidded rubbish bin after doffing.
- Perform thorough hand hygiene immediately after removing the gown.

6.4 Face shield

Face shield protects the mucous membranes in the eyes, nose and oral cavity. When performing procedures with a splashing risk of blood, body fluids, excretions or secretions, a face shield should be worn to protect the user and reduce the chance of infection.

- Choose face shield of appropriate size. Face shield should cover from forehead to chin and lateral sides of face to prevent splashes from bypassing the edge of the face shield to the mucous membranes of the eyes, nose and mouth.
- Anti-fog feature is preferred and sufficient peripheral vision should be maintained after wearing.
- Glasses cannot replace face shield as the protection area is smaller.
- Change the face shield immediately if it is damaged or contaminated.
- Discard the face shield in a lidded rubbish bin after doffing.
- Perform thorough hand hygiene immediately after removing the face shield.

6.5 Cap

Protective cap protects the user's hair from contamination. When performing procedures with a splashing risk of blood, body fluids, excretions or secretions, a protective cap should be worn to protect the user and reduce the chance of infection.

- Choose cap of appropriate size.
- Change the cap immediately if it is damaged or contaminated.
- Discard the cap in a lidded rubbish bin after doffing.
- Perform thorough hand hygiene immediately after doffing the cap.

6.6 Zone for donning (putting on) PPE

6.6.1 Set up

- Should be located in a clean zone.
- Must be separated from the zone for doffing (removing) PPE.
- Clearly mark the area to prevent accidental intrusion by others.

6.6.2 Facilities

- PPE including surgical mask, protective gown, gloves, face shield and cap, etc.
- Hand hygiene facilities
  e.g. 70% - 80% alcohol-based handrub.
- Poster on sequence of donning PPE
- Poster on 7 steps of hand hygiene technique.
- Mirror.
- Pedal lidded rubbish bin.

6.6.3 Donning of PPE

For details, please refer to the demonstration video from the Centre for Health Protection (https://www.youtube.com/watch?v=NL33d3ivsnI).

6.7 Zone for doffing (removing) PPE

6.7.1 Set up

- Should be located near the exit within the dirty zone, so that used PPE can be removed before staff go back into the clean zone.
- Must be well separated from the zone for donning PPE.
- Clearly mark the area to prevent accidental intrusion by others.

6.7.2 Facilities

- Hand hygiene facilities, e.g. 70% - 80% alcohol-based handrub.
- Poster on sequence of doffing PPE.
- Poster on 7 steps of hand hygiene technique.
- Mirror.
- Pedal lidded rubbish bin.

6.7.3 Doffing PPE

For details, please refer to the demonstration video from the Centre for Health Protection (https://www.youtube.com/watch?v=kn44NqqU0y0).

In dealing with novel infectious disease of public health significance, property management companies and their staff should exercise extra caution. The guidelines of donning and doffing of the full set of PPE should be strictly followed to reduce chance of contamination. Moreover, **partner (or buddy) approach** is recommended in handling infected cases as staff can help to remind each other of the correct donning and doffing procedure.

Chapter 7: Handling of Suspected Novel / Severe Emerging Infectious Diseases

Novel / severe emerging infectious diseases refer to diseases that are caused by pathogens which are relatively new. Since we do not have immunity to novel infectious diseases, it may result in illness of increased severity or even death. It can also lead to sustained community outbreaks and eventually a pandemic.

With reference to the Hong Kong Special Administrative Region Government's (HKSARG) Preparedness and Response Plan for Novel Infectious Disease of Public Health Significance, the HKSARG will set up corresponding command structures according to the circumstances. All relevant government bureaus and departments will perform respective prevention and control measures on a continual basis. For example, the Home Affairs Department (HAD) will disseminate information to hotels, hostels, property management companies, owners' corporations and mutual aid committees through District Offices network on the infectious disease prevention measures.

For details of the "Response Level", please refer to the website of the Centre for Health Protection (https://www.chp.gov.hk).

7.1 Conduct regular drills

Property management companies are required to get prepared at all times on how to deal with novel / severe emerging infectious diseases by conducting drills regularly and being familiar with infection control guidelines so that measures to prevent infectious disease transmission can be properly executed if the needs arise. The following two areas are of particular importance:

- Method of donning and doffing of full set of personal protective equipment (PPE).
- Method of cleaning and disinfecting an environment contaminated with vomitus or other body fluids.

7.1.1 Exercise case (for reference)

	Details of the case
The case	A man returning to Hong Kong from overseas is suspected to be infected with a novel infectious disease. Before he began isolation in hospital, he visited a shopping centre and vomited there.
Background	The Centre for Health Protection (CHP) of the Department of Health issued a press release announcing that a man (aged 55) who had just returned to Hong Kong from overseas was admitted to hospital due to respiratory infection symptoms and vomiting. He was preliminarily suspected to have infected with a novel infectious disease which is **"Disease "** as listed in the priority diseases by the World Health Organization (WHO) and is currently being treated in isolation. This disease poses a public health risk and may develop into an epidemic. The CHP urges the public to stay vigilant and take appropriate precautionary measures by observing personal, food and environmental hygiene.
Supervisor of property management	Conduct drill on "cleaning and disinfecting the environment contaminated with vomitus"
Briefing on operating procedure	The supervisor briefs the incident to the staff, explains the work flow, assigns the task to staff, arranges closure of the venue and handles enquiries from the tenants, etc.
Preparation of material	Prepare work trolleys, cleaning and disinfection items.
Donning of personal protective equipment (PPE)	The staff responsible for cleaning and disinfection should wear appropriate personal protective equipment: · Respirator / KN95 / well-fitted surgical mask · Latex gloves · Disposable protective gown

	▪ Eye protection equipment (goggles / face shield) ▪ Protective cap (optional) Important notes: ▪ Staff should wear full set of personal protective equipment if they were to enter the cordoned area, or has a chance of contact with infected persons or contaminated environment.
Method and procedure for environmental cleaning and disinfection	Enhanced environmental disinfection: ▪ Disinfect all potentially contaminated surfaces and items by using 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water), leave for 15 to 30 minutes and then rinse with water and wipe dry. If there is blood, secretions, vomitus or excreta, enhanced measures should be taken: ▪ Use tongs to hold strong absorbent disposable towels to wipe away the blood, secretions, vomitus or excreta during a preliminary clean up. ▪ Then put the tongs and used absorbent disposable towels in a rubbish bag carefully without contaminating oneself / the environment. ▪ Use 1 in 4 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 4 parts of water) and wipe from the outer area towards the centre, leave for 10 minutes and then rinse with water and wipe dry. ▪ After the procedure, dispose all the waste and cleansing tools (e.g. tongs, cloth, mop head) in the rubbish bag. ▪ Carefully doff PPE, put them in the rubbish bag, and then perform hand hygiene. (When hands are not visibly soiled, use 70-80% alcohol-based handrub. Wash hands with soap and water when hands are visibly dirty or soiled with blood or body fluid.)

	▪ Wear a pair of new gloves, seal the waste bag tightly and dispose of the bag properly in a lidded rubbish bin. Then, label the rubbish bin and put it in a safe and undisturbed place until collection. ▪ Remove gloves carefully. Wash hands with liquid soap and water. Important notes: ▪ Disinfect the contaminated surface and its neighbouring 2 metre. Wipe vomitus from the outer area towards the centre and do not wipe in opposite direction.
Doffing of personal protective equipment	Do not contaminate oneself and the environment. Important notes: ▪ Doff PPE immediately after cleaning of environment. ▪ Adopt partnering approach to remind each other if necessary. ▪ Do not doff PPE simultaneously with more than one staff if adequate distance or space from each other is not available.
Video (reference)	Basic infection control for property management Handle suspected novel / severe emerging infectious diseases. (https://www.youtube.com/watch?v=-Im0MO9cVzk)

Chapter 8 : Waste Handling

The majority of waste generated from property residents, tenants of shopping centres and people entering and leaving the property, such as household waste, paper tissues, food residue, meal boxes, and packing materials, are considered as municipal waste.

8.1 Handling municipal waste

The following points should be observed:

- Wear appropriate personal protective equipment, e.g. gloves.
- Observe hand hygiene.
- Use strong rubbish bags which should be of appropriate thickness to prevent tear and avoid leakage.
- Avoid putting excessive waste over the rubbish bag capacity.
- Wrap the rubbish bag properly and tie tightly.
- Collect and dispose of waste regularly to avoid excessive accumulation

8.2 Handle waste generated by persons with novel / severe emerging infectious diseases

The following points need to be observed:

- Wear appropriate PPE including respirators / KN95 / well-fitted surgical masks, latex gloves, disposable protective gowns, eye protection equipment (goggles / face shields), protective caps (optional).
- Dispose all waste into rubbish bags after completion of disinfection procedure.
- Doff PPE carefully and discard into rubbish bags. Perform hand hygiene immediately.
- Wear new gloves.
- Wrap the rubbish bag properly and use “swan-neck” method and plastic rope to seal the bag.
- Tie a card filled in with the source of waste onto a rubbish bag. Be careful of storing the rubbish bag at a designated place / room and prevent unauthorized persons from entering.

- Remove gloves carefully and perform hand hygiene immediately afterward.
- Wait for the concerned unit(s) to collect the waste.
- Keep record on the source of waste and its collection.

Education Materials for Reference:

1 Proper Hand Hygiene
(https://www.chp.gov.hk/en/healthtopics/content/460/19728.html)

2 Proper Use of Mask
(https://www.chp.gov.hk/en/healthtopics/content/460/19731.html)

3 Proper Use of Bleach
(https://www.chp.gov.hk/en/static/100272.html)

4 Basic Infection Control for Property Management (Video)
(https://www.chp.gov.hk/en/static/101468.html)

5 Health Advice on Using Water Dispensers
(https://www.chp.gov.hk/files/pdf/guidelines_on_use_of_drink_fountain_public.pdf)

6 Public Health Advice for Play Facilities
(https://www.chp.gov.hk/files/pdf/health_advice_play_facilities.pdf)

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