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衛生防護中心
Centre for Health Protection

Infection Control Branch

**Health Advice on Prevention of Coronavirus disease (COVID-19)
for Shopping Mall
(Interim)**

I. Disease information

Please visit the following website for disease information, affected areas and updated information related to COVID-19:

<https://www.coronavirus.gov.hk/eng/index.html>

2. The Department of Health advises staff of the shopping mall should take the following precautionary measures to minimise the risk of contracting and spreading COVID-19.

II. Preventive measures

A. Maintain Good Personal Hygiene

(a) Avoid touching eyes, mouth and nose.

(b) Maintain hand hygiene

i. Perform hand hygiene frequently, especially before touching mouth, nose or eyes; before eating; after using the toilet; after touching public installations such as handrails or door knobs or when hands are contaminated by respiratory secretion after coughing or sneezing.

- ii. Wash hands with liquid soap and water, and rub for at least 20 seconds, then dry with a disposable paper towel. When the hands are cleaned, do not touch the water tap directly again (for example, using a paper towel to wrap the faucet before turn it off). If hand washing facilities are not available, or when hands are not visibly soiled, hand hygiene with 70-80% alcohol-based handrub as an effective alternative.
- (c) Cover your mouth and nose with tissue paper when sneezing or coughing. Dispose the soiled tissues into a lidded rubbish bin, then wash hands thoroughly.
- (d) Check body **temperature** regularly. Those with fever, respiratory symptoms or sudden loss of taste/smell should refrain from work, wear a surgical mask avoid going to crowded places and seek medical advice promptly.
- (e) All should wear **mask** as far as feasible. For safety reasons, mask-wearing is not recommended for
 - i. children below age of 2 without supervision
 - ii. people with difficulty breathing
 - iii. people need assistance to remove the mask.
- (a) N95 respirators are generally not recommended for use by the general public in community settings as surgical mask can protect against COVID-19 which is mainly transmitted by droplet and contact route. Special training is required for proper wearing and removal of N95 respirator. Otherwise the infective risk due to inadequate protection and contamination may be increased.
- (b) Staff are advised to stagger their meal time and adopt **social distancing** when having meals. If meal is offered to staff, have pre-packaged boxes or bags for each staff member whenever possible, instead of a buffet style meal. Avoid meal sharing.
- (c) Build up good body immunity by having a balanced diet, regular exercise and adequate rest, do not smoke and avoid alcohol consumption.
- (d) Provide adequate hand hygiene facilities, such as 70 to 80% alcohol-based handrub in public areas, for example, at the reception counter.
- (e) Post up health education materials on hand hygiene, cough etiquette and COVID-19 in conspicuous sites to alert the staff and visitors. Relevant health education materials can be downloaded from the CHP website: <https://www.chp.gov.hk/en/resources/464/102466.html>

B. Visitors

- (a) Visitors should check their **temperature** before visiting. Those with fever or respiratory symptoms should cancel their visit, wear surgical mask and seek medical attention promptly.
- (b) Facility owner should consider checking temperature for visitors and deny entry of those with fever.
- (c) All visitors need to wear **mask** and perform **hand hygiene**; keep vigilant and maintain good personal hygiene.
- (d) Take a shower or bath and wash your hair when you return home, and wash your clothes properly.

C. Maintain Environmental Hygiene

- (a) Maintain good ventilation. Ensure the air-conditioning system is functioning well with sufficient fresh air supply, clean the air filter and ducting regularly
- (b) Keep environment clean
- (c) Regularly clean and disinfect frequently touched surfaces such as furniture, commonly shared items and floor 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 – 30 minutes, and then rinse with water and wipe dry. For metallic surface, disinfect with 70% alcohol.
- (d) If places are contaminated by respiratory secretions, vomitus or excreta, use absorbent disposable towels to wipe them away. Then disinfect the surface and neighbouring areas 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 15-30 minutes and then rinse with water and wipe dry. For metallic surface, disinfect with 70% alcohol.
- (e) **Spraying disinfectants is not recommended as this practice could be harmful and would not reduce the risk of viral transmission.**
- (f) Special attention to following areas
 - i. Areas with frequent access by members of the public (e.g. lifts, escalators, lobby entrance, waiting areas, corridors, Geng kiosk, information counter and lounges): Clean and wipe at least twice

daily.

- ii. Frequently touched surfaces (e.g. buttons, handrails, handle, chairs and mailboxes): Clean and wipe at least twice daily and when visibly soiled.
- iii. Garbage room: Properly clean up rubbish and waste stored in the garbage room every day. Clean and wipe related facilities at least twice daily.
- iv. Clean the exhaust fan inside the lift regularly and keep it in good condition.

D. Maintain Toilet Hygiene

- (a) Keep toilets clean and dry.
- (b) Increase frequency of cleaning and disinfection.
- (c) Provide liquid soap and disposable paper towels for hand washing.
- (d) Ensure the flushing system of the toilet, and hands drying machines are in proper function at all times.
- (e) After using the toilet, put the toilet lid down before flushing to avoid spreading germs.
- (f) Ensure the water traps must be filled with water (including U-shaped water trap, bottled trap or anti-syphonage trap) 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.
- (g) Do not alter the drain and pipes without prior authorization.

https://www.chp.gov.hk/files/pdf/make_sure_the_trap_is_not_dry.pdf

E. Food premises in the mall

- (a) No food / drink unless in designated areas / restaurants with appropriate infection control measures are in place.
- (b) Avoid table sharing with non-household members as far as feasible.
- (c) Arrange tables in a way to ensure there is a distance of at least 1.5 metres or some form of partition which could serve as effective buffer between one table and another table, and modify seating arrangements to reduce direct face to face encounter.

- (d) Implement body temperature screening before entry.
- (e) Provision of 70-80% alcohol-based handrub.
- (f) Provide serving cutleries for customers to enhance personal and food hygiene.
- (g) Where possible, encourage visitors to use their own mobile device for ordering food from menu, and choose for electronic payment (e.g. paywave/paypass function of credit cards, mobile app like payme and wechat pay etc.) to minimize physical contact.

F. Avoid organizing mass gathering or public functions

- (a) Maintaining social distancing is key to delay the spread of COVID-19 in Hong Kong. The Government has published the Prevention and Control of Disease (Prohibition on Group Gathering) Regulation (the Regulation) (Cap. 599G) on 28 March 2020. The Government has gazetted on 16 June 2020 to relax the social distancing measures. Starting from 19 June 2020, the number of persons allowed in group gatherings in public places will be relaxed from eight to 50 for 14 days.
- (b) Following the latest strategy of the Government in accordance with Cap. 599G, shopping malls are advised not to organise any mass gathering or public functions during the pandemic of COVID-19.

III. Cleaning and Disinfection of Environment when a Confirmed Case of COVID-19 is Encountered

A. Cleaning staff would wear appropriate Personal Protective Equipment (PPE) including:

- (a) Surgical mask
- (b) Latex gloves
- (c) Disposable gown
- (d) Eye protection (goggles/face shield) and
- (e) Cap (optional)

B. Staff training:

- (a) Ensure the frontline cleaning staff received training with environmental disinfection procedures and supervising staff should have read and familiar with the disinfection guidelines. Regular revision or recirculation of the guidelines is encouraged.

C. Enhanced Environmental Disinfection

- (a) Disinfect all potentially contaminated surfaces or 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).

D. If There is Blood, Secretions, Vomitus or Excreta Spillage, Take Enhanced Measures:

- (a) Cleaning staff should wear appropriate personal protective equipment (PPE) including surgical mask, gloves, disposable gown, eye protection (goggles/face shield) and cap (optional).
- (b) Use forceps to hold the strong absorbent disposable towels to wipe away the blood, secretions, vomitus or excreta during a preliminary clean up.
- (c) Then put the forceps and used absorbent disposable towels in a garbage bag carefully without contaminating oneself/the environment.
- (d) Disinfect with 1 in 4 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 4 parts of water), wipe from the outside inward, leave for 10 minutes, rinse with water and wipe dry afterwards.
- (e) After the procedure, put all the wastes and cleansing tools (e.g. forceps, cloth, mop head) in the garbage bag.

- (f) Carefully remove PPE, put them in the garbage 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 visible soiled with blood, body fluid.)
- (g) Wear a pair of new gloves, seal the waste bag tight and dispose it properly in covered rubbish bin. Then, label the rubbish bin and put it in a safe undisturbed place until collection.
- (h) Remove gloves carefully. Wash hands with liquid soap and water.

IV. Guidelines and Educational Material for Shopping Mall

- A. Basic Infection Control for Property Management (Video)**
<https://www.chp.gov.hk/en/static/101468.html>
- B. Health Advice on Prevention of COVID-19 for Properties Management (Interim)**
https://www.chp.gov.hk/files/pdf/advice_for_properties_management_for_nid_of_public_health_significance_eng.pdf
- C. Health Advice on Prevention of COVID-19 in Workplace (Interim)**
https://www.chp.gov.hk/files/pdf/nid_guideline_workplace_eng.pdf
- D. Guidelines on Prevention of COVID-19 for Event Organiser of Mass Assembly**
https://www.chp.gov.hk/files/pdf/novel_infectious_agent_event_organiser_of_mass_assembly_en.pdf
- E. Guidelines on Prevention of COVID-19 for Participants of Public Functions**
https://www.chp.gov.hk/files/pdf/novel_infectious_agent_of_public_functions_en.pdf

F. Food Safety and Hygiene Advisory for Food Premises on the Prevention of COVID-19

[https://www.cfs.gov.hk/english/whatsnew/files/Food Safety and Hygiene Advisory for Food Premises 20200330v4final.pdf.pdf](https://www.cfs.gov.hk/english/whatsnew/files/Food_Safety_and_Hygiene_Advisory_for_Food_Premises_20200330v4final.pdf.pdf)

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