

Health Advice for Hotel Industry on serving guests with history of travel to or resided in the Ebola Virus Disease (EVD) affected areas

Ebola virus disease (EVD)

Causative agent

EVD is caused by infection with Ebola virus. EVD in humans has death rate of up to 90%.

Since March 2014, new cases and deaths of EVD have been continuously reported in the West Africa region.

Clinical features

EVD is a severe acute viral illness often characterized by the sudden onset of fever, intense weakness, muscle pain, headache and sore throat. This is followed by vomiting, diarrhoea, rash, impaired kidney and liver function, and in some severe cases, internal and external bleeding.

Mode of transmission

Ebola virus can spread in the community through human-to-human transmission, with infection resulting from direct contact (through broken skin or mucous membranes) with the blood, secretions, organs or other bodily fluids of infected people, and indirect contact with environment contaminated with such fluids.

An infected person may spread the disease to others after (and not before) he/she has developed symptoms and will remain infectious as long as their blood and secretions contain the virus.

Incubation Period

It ranges from 2 to 21 days.

Treatment

There is no specific treatment for the disease.

Patients must be managed in isolation facilities to prevent the spread of the infection.

Prevention

There is no licensed vaccine available for EVD.

The Department of Health advises hotel industry to take the following precautionary measures to minimize the risk of contracting and spreading EVD.

A. Advice upon check-in at reception

All Guests:

1. Ask guests whether they have resided in or history of travel to an affected area in the past 21 days. For the update on affected area of EVD, please visit Centre for Health Protection (CHP) website http://chp.gov.hk/files/pdf/evd_affected_area.pdf.
2. Advise to observe good personal hygiene, especially on hand hygiene and proper cough manners (Please refer to Annex I & Annex II).
3. Provide alcohol-based handrub containing 70–80% alcohol to guests in public areas.
4. Provide surgical masks to guests if they develop respiratory symptoms. For information on the use of surgical masks, please visit http://www.chp.gov.hk/files/pdf/mask_leaflet.pdf

For guests with history of travel to or resided in the EVD affected areas:

1. Provide EVD pamphlet upon check-in or visit http://www.chp.gov.hk/files/her/leaflet_eng.pdf
2. Guest(s) is/are advised to stay in the room if feeling unwell, wear a surgical mask and call hotel operator at once for assistance.

B. Handling sick guest(s) with history of travel to or resided in the EVD affected areas:

1. Advise and assist sick guest(s) who develop symptoms of EVD within 21 days returned from the affected areas, call 999 and inform the staff about the condition of sick guest(s) to arrange consultation in Accident and Emergency Department.
2. Before seeking medical care:
 - Advise sick guest(s) to stay in his/her room and put on a surgical mask.
 - Group and relocate any asymptomatic roommate(s) to another room, and they should stay in the relocated room(s).
3. Minimize contact with sick guest(s), and other guest(s) travelling along with the sick guest(s).
4. Staff should put on a surgical mask, water resistant gown (or plastic apron on top of disposable gown), gloves, eye protection (goggles/face shield) and gumboots[#] if contact with sick guest(s) or other guest(s) travelling along with sick guest(s) is required.
(# Use gumboots if environment is grossly contaminated with blood or body fluid.)
5. Environmental cleaning and disinfection
 - Cleansing staff should wear appropriate personal protective equipment (PPE) including surgical mask, water resistant gown (or plastic apron on top of disposable gown), double gloves (Inner gloves: latex or nitrile gloves; outer gloves: rubber gloves), eye protection (goggles/ face shield), cap (optional) and gumboots.

- Disinfect all potentially contaminated surfaces or items (for example, elevator control panels, corridor handrail, room furniture) by using 1 part of household bleach containing 5.25% sodium hypochlorite to 49 parts of water, leave for 15-30 minutes, rinse with water and wipe dry afterwards.
- If places are contaminated by blood, secretions, vomitus or excreta, enhanced measures should be taken:
 - Use strong absorbent disposable towels to wipe away the blood, secretions, vomitus or excreta.
 - Put the used absorbent disposable towels in a waste bag carefully without contaminating oneself/ the environment.
 - Use 1 part of household bleach containing 5.25% sodium hypochlorite to 4 parts of water, leave for 10 minutes, rinse with water and wipe dry afterwards.
 - After the procedure, put all the waste in the waste bag.
 - Carefully remove PPE and put them in the waste bag, and then wash hands with liquid soap and water.
 - Seal the waste bag and dispose it properly in covered rubbish bin. Then, label the rubbish bin and put it in a safe undisturbed place until the status of case is confirmed^{##}.
 - Wash hands with liquid soap and water.

^{##} If EVD is confirmed, CHP will inform the hotel as soon as possible and the waste will be collected by the Food and Environmental Hygiene Department. On the contrary, if EVD is excluded, the wastes can be disposed as usual.

- For details of using bleach, please refer to CHP's publication '*Guidelines on Infection Control & Prevention in Hotel Industry*', appendix D: *The Use of Bleach*. http://www.chp.gov.hk/files/pdf/105_guideline_on_infection_controland_prevention_in_hotel_industry.pdf
6. Hotel management should always keep a list of staff and residents who had stayed in the hotel, their period of stay (check-in and check-out dates), identification / passport number, age, sex, nationality, contact telephone number, for possible public health action in case the patient is confirmed to be suffering from EVD.
 7. Depending on the situation, hotel management may need to suspend any mass gathering or social activities in the hotel.

C. Infection Control & Prevention in Hotel Industry

For details, please refer to CHP's publication '*Guidelines on Infection Control & Prevention in Hotel Industry*' http://www.chp.gov.hk/files/pdf/105_guideline_on_infection_controland_prevention_in_hotel_industry.pdf, in particular refer to Chapter 3 - Preventive Measures against Communicable Diseases (page 24) on the

part regarding handling of sick guests and Chapter 5 -*Outbreak of Communicable Diseases* (page 45-47).

D. Updated information for EVD

For update on the latest situation of EVD, please visit CHP website
at http://www.chp.gov.hk/en/view_content/34199.html

Centre for Health Protection
August 2014
(Last updated on 11 July 2016)

Annex I

Guidelines for Hand Hygiene

Many infectious diseases can be transmitted through direct contact. If hands are contaminated with pathogens, especially when they are soiled with respiratory discharge or faecal matters, diseases include dysentery, cholera, hepatitis, influenza, and hand, foot and mouth disease can be spread easily. Observance of hand hygiene is the prerequisite of the prevention of the spread of communicable diseases. There are two ways to achieve hand hygiene including good handwashing and proper use of alcohol-based handrub.

When do we perform Hand Hygiene?

1. Before touching the eyes, nose and mouth
2. Before eating or handling food
3. After using the toilet
4. When hands are contaminated by respiratory secretions, e.g. after coughing or sneezing
5. After touching public installations or equipment, such as escalator handrails, elevator control panels or door knobs
6. After changing diapers or handling soiled articles when looking after young children or the sick
7. Before and after visiting hospitals or residential care homes.
8. After making contact with animals or poultry

In general, we should wash hands with soap and water when hands are visibly soiled or likely contaminated with body fluid, for example, after using the toilet or changing the diapers, after coughing or sneezing. When hands are not visibly soiled, 70-80% alcohol-based handrub is also effective for disinfection.

Steps for Hand Hygiene:

a) Handwashing with soap and water:

1. Wet hands under running water.
2. Apply liquid soap and rub hands together to make a soapy lather.
3. Away from the running water, rub the palms, back of hands, between fingers, back of fingers, thumbs, finger tips and wrists. Do this for at least 20 seconds.
4. Rinse hands thoroughly under running water.
5. Dry hands thoroughly with a clean cotton towel, a paper towel, or a hand dryer.
6. The cleaned hands should not touch the water tap directly again.
 - The tap may be turned off by using the towel wrapping the faucet; or
 - After splashing water to clean the faucet.

Please note:

- Towels should never be shared.
- Used paper towel should be properly disposed of.
- Personal towels to be reused must be stored properly and washed at least once daily. It is even better to have more than one towel for frequent replacement.

b) Use of alcohol-based handrub

- Apply a palmful of alcohol-based handrub and cover all surfaces of the hands. Rub the palms, back of hands, between fingers, back of fingers, thumbs, finger tips and wrists for at least 20 seconds until the hands are dry. The picture below demonstrates the 7 steps in the use of alcohol-based handrub.

Print-out hand hygiene pamphlet, please visit CHP website http://www.chp.gov.hk/files/pdf/guidelines_for_hand_hygiene.pdf

Hand Hygiene Technique

Use at least 20 seconds to rub all surfaces of hands & fingers:

- 1 Palms**
- 2 Back of hands**
- 3 Finger webs**
- 4 Back of fingers**
- 5 Thumbs**
- 6 Finger Tips**
- 7 Wrists**

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Centre for Health Protection

Maintain Cough Manners

1. Cover nose and mouth while sneezing or coughing.
2. Dispose of soiled tissue paper properly in a lidded rubbish bin.
3. Wash hands thoroughly after sneezing or coughing.
4. Put on a surgical mask while having a respiratory infection.

Print-out the Cough Manners pamphlet, please visit CHP website http://www.chp.gov.hk/files/pdf/poster_4_in_1_final.pdf

