

Hotel Industry –

Special notes on serving guests with travel history to or from the affected areas by human cases of Novel Influenza *

The updated list of the affected area, please visit <http://www.info.gov.hk/info/flu/chi/global.htm>

A. ADVICE UPON CHECK-IN AT RECEPTION

NOTE:

*Conduct a brief check on the guests' travel history in the past **Ten days** to ascertain travel history to and from the affected areas*.*

Provide 70–80% alcohol-based handrub to guests in public areas

For guests with positive travel history:

1. Advise to observe good personal hygiene, especially on hand hygiene and proper cough manners (Please refer to Annex I & Annex II). Relevant pamphlets dispatched by CHP should be given to the guest upon check in. Provide surgical mask.
2. Guest(s) is/are advised to stay in the room if feeling unwell, wear a surgical mask and call the hotel operator at once for arrangement of medical consultation.
3. Guest(s) is/are advised not to take public transport if respiratory symptoms develop.
4. The hotel should make any arrangement deemed necessary to help prevent the spread of infection.

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

B. HANDLING OF GUEST WITH RESPIRATORY SYMPTOM(S)

1. Advise and assist the guest to seek medical care immediately.
2. Before the guest seeking medical care:
 - advise the symptomatic guest to stay in his/her room and put on a surgical mask, while grouping and relocating any asymptomatic roommate(s) to another room
 - advise other asymptomatic guests travelling along with the symptomatic guest to stay in their own rooms as far as possible
 - open the windows of the rooms for better ventilation if possible
 - minimize contact among staff and the symptomatic guest, his / her roommates and other guests travelling along with the symptomatic guest as far as possible
3. Staff should put on a surgical mask, disposable gown and gloves, and face shield if in contact with the symptomatic guest, his/her roommate(s), or other guests travelling along with the symptomatic guest is required. Minimize contact with symptomatic guests as far as practicable.
4. 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 human cases of influenza A (H7N9).
5. Environmental disinfection (using 1 in 49 diluted household bleach containing 5.25% sodium

hypochlorite) should be carried out immediately for any potentially contaminated installations, equipment or traffic pathways used by the symptomatic guest, such as elevator control panels and the lobby. Responsible staff should put on a surgical mask, disposable gown and gloves, and face shield.

6. Depending on the situation, hotel management may need to suspend any mass gathering or social activities in the hotel.

For details, please refer to 'Guidelines on Infection Control & Prevention in 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*.*

Centre for Health Protection
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For update on the latest situation of avian influenza, please visit CHP website at http://www.chp.gov.hk/en/view_content/24244.html.

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 either 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.



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