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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 Hotel Industry  
(Interim)**

**I. Disease information**

Please visit the website of Centre for Health Protection for disease information, affected areas and updated information related to COVID-19:  
<https://www.chp.gov.hk/en/features/102465.html>

The Department of Health advises staff working in hotel industry should take the following precautionary measures at their workplaces to minimise the risk of contracting and spreading COVID-19.

**II. Preventive measures**

**A. General advice to the hotel management**

- (a) Staff should wear a surgical mask and maintain good personal hygiene
- (b) Provide 70-80% alcohol-based handrub to guests in public areas and prepare adequate amount of surgical mask for use.
- (c) Enhance cleaning and disinfection of the premises
  - (i) Clean and disinfect commonly touched areas eg lift buttons at least every two hourly during day time.
  - (ii) Clean and disinfect common areas eg hotel lobby, common toilet with

1 in 99 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 99 parts of water) at least twice daily

- (iii) Cover porous materials in common areas with materials which can be clean and disinfect easily as far as possible
- (d) Maintain good ventilation of the premises
  - (i) Ensure the room is well ventilated by maximizing fresh air intake
  - (ii) Change / clean the filter of the ventilaton system regularly
- (e) Ensure the drainage systems are in proper function. Pour about half a litre of water into each drain outlet (U-traps) before admitting new guests
- (f) Hotel management is advised to suspend any mass gathering or social activities in the hotel.
- (g) For the catering service, without affecting the approved layout of the restaurant, allow sufficient distance between tables, preferably at least 1 metre. Other measures that encourage social distancing can be considered, such as make takeaway an option, avoid table sharing and modify seating arrangements to reduce direct face-to-face encounter
- (h) Hotel management should always keep a list of staff and guests 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 infected with COVID-19.

## **B. Advice Upon Check-in At Reception**

- (a) Staff should wear a surgical mask when required to work face to face with public or in crowded area. Maintain appropriate social distance (i.e. at least 1 metre apart) whenever practicable, and perform hand hygiene frequently;
- (b) Guests are reminded to wear surgical mask and maintain good personal hygiene.
- (c) Conduct a brief check on the guests' travel history in the past 14 days to ascertain travel history to the affected areas, and whether the guests are under compulsory quarantine in accordance with the Compulsory Quarantine of Persons Arriving at Hong Kong from Foreign Places Regulation (Cap. 599E) (wearing electronic wristbands could serve as a clue). Politely note down the quarantine period (which may differ from the requested period of stay at the hotel)

- (d) Guests under compulsory quarantine are best allocated to the same wing on the same floor, to minimize contact with other hotel guests or staff. Assign a designated lift for them if feasible, clean and disinfect the lift buttons and touched areas after use.

### **C. General Advice for Guests**

- (a) Advise to observe good personal hygiene, especially on hand hygiene and proper cough manners (Please refer to Annex I & Annex II).
- (b) 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.
- (c) Guest(s) is/are advised not to take public transport if developed respiratory symptoms.
- (d) The hotel should make any arrangement deemed necessary for the guest to seek medical care to help prevent the spread of infection.

### **D. For Guests undergoing Compulsory Quarantine**

- (a) Under Cap 599E, persons during the quarantine period will be quarantined (i) in a place assigned by an authorised officer; or (ii) if an authorised officer considers it prudent and appropriate in the circumstances of the case — in a place nominated by the person when the quarantine order is made against the person. We anticipate some of these persons will undergo compulsory quarantine in hotel rooms.
- (b) Guest(s) staying in hotel for compulsory quarantine must not leave the hotel room during the quarantine period without permission by authorized officer. Picking up meals at reception/restaurant and leaving the guest room is strictly forbidden.
- (c) Guest(s) under compulsory quarantine and those living with them have to check their body temperature twice daily and monitor their health condition. If they have fever or develop other symptoms, they have to inform the Centre for Health Protection about their health condition via dedicated hotline. After assessment, they will be sent to hospitals for treatment when necessary.
- (d) Hotel staff are advised to:
- (i) Minimise contact with the guests as far as possible; For example, use a trolley for the transportation of requested items including delivery of meal using meal box with cover, and place the trolley outside the guest

room in the way that the guest could collect the meal box without leaving the room.

- (ii) Wear surgical mask if they need to enter the room of the guests (and remind the guest wear a mask before entry); Maintain appropriate social distance (i.e. at least 1 metre apart) whenever practicable, and perform hand hygiene after leaving the room;
- (iii) Staff should put on a surgical mask, disposable gown and gloves, and face shield if in contact with the symptomatic guest(s);
- (iv) Provide garbage bags for the guest to wrap their waste for collection
- (v) Make spare linen available within the hotel room or provide linen for replacement upon request.
- (vi) Provide guest with items for cleaning and disinfection upon request. The guest can consider to clean and disinfect the room and toilet with 1 in 49 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 49 parts of water). Bleach should be used with caution. Details about proper use of bleach and related video demonstration are available at: <https://www.chp.gov.hk/en/static/100272.html>

#### **E. For Guest with Respiratory Symptom(s)**

- (a) Advise the guest to seek medical care immediately.
- (b) Before the guest could receive medical care:
  - (i) Advise the symptomatic guest to stay in his/her room and put on a surgical mask, while relocating any asymptomatic roommate(s) to another room.
  - (ii) Advise other asymptomatic guests travelling along with the symptomatic guest to stay in their own rooms as far as possible.
  - (iii) Open the windows of the rooms for better ventilation if possible.
  - (iv) Minimise contact among staff and the symptomatic guest, his / her roommates and other guests travelling along with the symptomatic guest as far as possible.
- (c) 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. Minimise

contact with symptomatic guests as far as practicable.

(d) 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.

(e) Disinfect all the surfaces that are potentially contaminated immediately 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. The disinfection should include 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.

(f) If the place is contaminated with blood, secretions, vomitus or excretions, disinfect with 1 in 4 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 4 parts of water), leave for 10 minutes, and then rinse with water and wipe dry.

### **III. Cleansing and Disinfection of Environment when a Suspected/ Confirmed Case of COVID-19 is Encountered**

#### **A. Cleansing staff would wear appropriate PPE including:**

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

## **B. 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).

## **C. If There is Blood, Secretions, Vomitus or Excreta Spillage, Take Enhanced Measures:**

- (a) Cleansing 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 Hotel Management**

### **A. Guidelines on Infection Control and Prevention in Hotel Industry**

[https://www.chp.gov.hk/files/pdf/105\\_guideline\\_on\\_infection\\_controland\\_prevention\\_in\\_hotel\\_industry.pdf](https://www.chp.gov.hk/files/pdf/105_guideline_on_infection_controland_prevention_in_hotel_industry.pdf)

### **B. Proper Use of Bleach**

<https://www.chp.gov.hk/en/static/100272.html>

### **C. Proper Use of Mask**

<https://www.chp.gov.hk/en/healthtopics/content/460/19731.html>

### **D. 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\\_20200229v3.pdf](https://www.cfs.gov.hk/english/whatsnew/files/Food_Safety_and_Hygiene_Advisory_for_Food_Premises_20200229v3.pdf)

### **E. Basic Infection Control for Property Management (Video)**

<https://www.chp.gov.hk/en/static/101468.html>

For update on the latest situation of COVID-19, please visit CHP thematic website at <https://www.chp.gov.hk/en/features/102465.html>

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### Perform Hand Hygiene Properly

1. Many infectious diseases can be transmitted through 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. Using soap and water or alcohol-based handrub can achieve hand hygiene.

#### When to perform hand hygiene?

- (a) Before & after touching eyes, nose and mouth;
- (b) Before eating & preparing food;
- (c) After using the toilet;
- (d) When hands are contaminated by respiratory secretions, e.g. after coughing or sneezing;
- (e) After changing diapers or handling soiled items from children or the sick
- (f) After touching animals, poultry or their droppings;
- (g) After handling garbage;
- (h) After touching public installations or equipment, such as escalator handrails, elevator control panels or door knobs;
- (i) Before and after visiting hospitals, residential care homes or caring for the sick; and
- (j) Any time you find your hands are dirty.

## How to select appropriate agents for hand hygiene?

2. It is advised to clean hands with liquid soap and water when hands are visibly dirty or visibly soiled with blood and body fluid, after using the toilet or changing the diapers. When hands are not visibly soiled, hand hygiene with 70-80% alcohol-based handrub is also an effective alternative. According to World Health Organization's recommendation, most alcohol-based handrubs contain either ethanol, isopropanol or n-propanol, or a combination of two of these products. Always check the expiry date before purchasing and using alcohol-based handrub.

### Steps for hand hygiene

(a) Hand hygiene with liquid soap and water:

- (i) Wet hands under running water.
- (ii) Apply liquid soap and rub hands together to make a soapy lather.
- (iii) Away from the running water, rub hands according to the 7 steps of hand hygiene technique for at least 20 seconds (refer to point c for detail). Do not rinse off the soap while rubbing.
- (iv) Rinse hands thoroughly under running water.
- (v) Dry hands thoroughly with either a clean cotton towel, a paper towel, or a hand dryer.
- (vi) The cleaned hands should not touch the water tap directly again. For example: using a paper towel to wrap the faucet before turn it off.

(b) Hand hygiene with alcohol-based handrub:

- (i) Apply a palmful of alcohol-based handrub to cover all surfaces of the hands. Rub hands according to the 7 steps of hand hygiene technique for at least 20 seconds until the hands are dry (refer to point 3 for detail).

(c) Hand hygiene technique:

- (i) Proper hand hygiene technique should follow the 7 steps and rub hands for at least 20 seconds.



3. Video demonstration

(a) Please visit the Centre for Health Protection website:

- (i) Hand hygiene with liquid soap and water

[https://www.youtube.com/watch?v=pN2C6AJ2\\_EA](https://www.youtube.com/watch?v=pN2C6AJ2_EA)

- (ii) Hand hygiene with alcohol-based handrub

[https://www.youtube.com/watch?v=deB8Z\\_0Ld-k](https://www.youtube.com/watch?v=deB8Z_0Ld-k)

Maintain Cough Manners



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