Health Advice on Prevention of Severe Respiratory Disease associated with a Novel Infectious Agent for Hotel Industry (Interim)

Staff should take the following precautionary measures in workplaces to minimise the risk of contracting and spreading Severe Respiratory Disease associated with a Novel Infectious Agent.

Disease information

A. ADVICE UPON CHECK-IN AT RECEPTION

- Conduct a brief check on the guests’ travel history in the past 14 days to ascertain travel history to the affected areas.
- Guests are reminded to maintain good personal hygiene.
- Provide 70-80% alcohol-based handrub to guests in public areas and prepare adequate amount for surgical mask for use.

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).
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 developed of respiratory symptoms.
4. The hotel should make any arrangement deemed necessary to help prevent the spread of infection.
B. HANDLING OF GUEST WITH RESPIRATORY SYMPTOM(S)

1. Advise 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 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.
   - minimise 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. Minimise 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 infected with Severe Respiratory Disease associated with a Novel Infectious Agent.

5. Environmental disinfection (mixing 1 part of 5.25% bleach with 49 parts of water) 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 and Prevention in Hotel Industry:


7 January 2020
(Last updated on 8 January 2020)
Perform Hand Hygiene Properly

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

(ii) Hand hygiene with alcohol-based handrub
    https://www.youtube.com/watch?v=deB8Z_0Ld-k

Last updated in August 2019
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