Health Advice on Prevention of Coronavirus disease (COVID-19) for Hotel and Guesthouse

I. Disease information

Please visit the following website for updated information related to COVID-19: https://www.coronavirus.gov.hk/eng/index.html

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

II. Preventive measures

A. General Advice For Hotel And Guesthouse Management

(a) Staff must wear a well-fitted surgical mask at all times. Maintain good personal hygiene and be reminded to avoid touching eyes, mouth and nose.

(b) Provide 70–80% alcohol-based handrub to guests in public areas and prepare adequate amount of surgical mask for use.

(c) Ensure social distancing measures and comply with latest social distancing measures as stipulated under relevant regulations under the Prevention and Control of Disease Ordinance (Cap. 599).

(i) Regulate the number and flow of guests entering and departing from the hotel to ensure appropriate social distancing.
(ii) Maintain social distancing at check-in / check-out counters.

(d) Follow the prevailing Prevention and Control of Disease Ordinance (Cap. 599) for catering service.

(e) Hotel and guesthouse management should always keep a list of 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 guest is confirmed to be infected with COVID-19.

(f) Encourage staff to complete the course of vaccination. The Government is implementing a territory-wide COVID-19 Vaccination Programme for all Hong Kong residents. Please visit https://www.covidvaccine.gov.hk/en/ and https://booking.covidvaccine.gov.hk/forms/index.jsp

(g) Encourage guest and staff to use the “LeaveHomeSafe” mobile app https://www.leavehomesafe.gov.hk/en/.

(h) Maintain good ventilation of the premises
   (i) Ensure guest rooms are well ventilated by maximising fresh air intake.
   (ii) Change and clean the filter of the ventilation system regularly according to manufacturers’ recommendations.
   (iii) Ensure exhaust fans of toilets are in proper operation.

(i) Ensure the drainage systems are in proper function. Pour about half a litre of water into each drain outlet (U-traps) before checking in new guests as well as once a week to prevent the U-traps from drying.

(j) Cleaning and disinfection of the premises
   (i) Frequency of cleaning and disinfection
      • Clean and disinfect common areas e.g. hotel lobby, common toilet at least twice daily. Commonly touched areas e.g. lift buttons should be cleansed more frequently.
      • Clean and disinfect rooms upon change of guest.
   (ii) Agent for disinfection
      • Clean and disinfect using 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,
rinse with water and wipe dry.

- Follow the manufacturer’s instructions for disinfecting electronic products. If no manufacturer guideline is available, consider the use of alcohol-based wipes containing at least 70% alcohol.
- Steam cleaning is an effective alternative on carpets and furnishings. Curtain can be cleaned by laundering or by steam cleaning.

(iii) Clean and disinfection of the guest rooms

- Clean from higher area to lower area and from clean to dirty. For example, from bed to floor, from room to toilet, from water basin to bath tub to toilet bowl.
- 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.

(iv) Staff should wear work uniform and put on the appropriate personal protective equipment (PPE) based on risk assessment for cleaning and disinfection:

- Well-fitted surgical mask.
- Gloves are recommended if anticipating the environment is grossly contaminated. Hand hygiene needs to be performed after removing the gloves.
- Eye protection (goggles/face shield) is recommended if splashing is anticipated.
- The work uniform needs to be changed at least daily or when grossly contaminated.

B. Advice on Managing Guests

(a) Staff must wear a well-fitted surgical mask at all times. Maintain appropriate social distance and perform hand hygiene frequently.
(b) Guest(s) is/are reminded to wear well-fitted mask and maintain good personal hygiene, especially on hand hygiene and proper cough manners (Please refer to Annex I & Annex II).

(c) Advise guest(s) to stay in the room if feeling unwell, wear a well-fitted surgical mask, maintain good hand hygiene and call the hotel or guesthouse staff for arrangement of medical consultation.

(d) Staff should put on a KN95 respirator / well-fitted surgical mask, disposable gown and gloves, and face shield if in close contact with the symptomatic guest(s).

(e) Hotel and guesthouse managers are encouraged to request guests to report to the staff as soon as they obtained positive results, so as to facilitate early identification of guests infected with COVID-19.

III. Management of COVID-19 Guest(s) with Isolation Order

The Department of Health will issue an isolation order to the guests who are tested positive for COVID-19. These guests have to comply with the legal requirements stipulated in the isolation orders. If guests with isolation order stay in a hotel or guesthouse, the managers and guests are recommended to follow the following infection control measures to prevent the spread of infection.

(a) Guest(s) staying in hotel or guesthouse for isolation must not leave the room and visiting is not allowed during the isolation period.

(b) If there is emergency situation and staff needs to enter the room, staff should put on PPE (N95/KN95 respirator, eye protection (face-shield/goggle), gown and gloves) and report to Department of Health (Tel: 69368518) afterwards.

(c) Deliver food or necessities on the chairs or tables outside guest rooms and avoid contact with the guests.

(d) Make spare linen available to the guest rooms or provide linen for replacement upon request.

(e) Provide sufficient garbage bags for the guests to wrap their waste for collection. Garbage should be well wrapped (preferably double bagged to avoid leakage) and tied.
Advise guests to wear well-fitted surgical mask whenever open the door and put their well-wrapped garbage outside their room. The waste can be handled as general waste by staff.

Provide guests with items (like household bleach and cleaning utensil such as bucket, disposable towel and disposable gloves) for environmental cleaning and disinfection. Details about proper use of bleach and related video demonstration are available at: https://www.chp.gov.hk/en/static/100272.html

Hotel and guesthouse managers are advised to improve the ventilation of the guest floors.

- Keep windows open as appropriate and where possible to increase fresh air supply.
- Install air purifiers in the corridors and switch air purifiers to maximum mode and keep them on continuously.
- If possible, provide air purifiers in guest rooms. The guests should be advised to switch air purifiers to maximum mode and keep them on continuously.
- For selection of air purifiers that can effectively reduce airborne contaminants including viruses, please make reference to the “Information on air purifiers meeting the specified specifications for use in dine-in catering premises”


IV. Cleaning and Disinfection of Rooms Used by COVID-19 Guest(s)

After recovery of the case or when the room is vacated, thorough environmental cleansing and disinfection need to be performed.

A. Enhanced Environmental Disinfection

(a) All used linens should NOT be agitated to prevent possible environmental / handler contamination. All used linens should be packed in laundry bags at the site of collection. These bags should then be securely tied.

(b) Used linens should be laundered with machine washing using warm water at 60 – 90°C (140 – 194°F) with laundry detergent. The laundry can then be dried according to routine procedures.
(c) Disinfect all 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), leave for 15 – 30 minutes, rinse with water and wipe dry.

(d) Carpets which cannot withstand chlorine-releasing agents can be cleaned using a steam cleaner that achieves a minimum temperature of 71°C. Follow manufacturer’s instructions when using the devices.

(e) 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 4 diluted household bleach (mixing 1 part of household bleach containing 5.25% sodium hypochlorite with 4 parts of water), leave for 10 minutes, rinse with water and wipe dry. For metallic surface, disinfect with 70% alcohol.

B. Keep Room Well Ventilated After Disinfection

(a) Turn on air-conditioning system of the room.
(b) Open the windows as appropriate to increase fresh air supply.
(c) Put air purifier inside the room, switch to maximum mode and keep them on continuously.
(d) Keep the room well ventilated for at least 12 hours before receiving another guest(s).

C. Cleaning staff should wear appropriate Personal Protective Equipment (PPE) including:

(a) KN95 respirator / well-fitted surgical mask
(b) Disposable latex gloves
(c) Disposable gown
(d) Eye protection (goggles / face shield) and
(e) Cap (optional)

Donning of Full Set Personal Protective Equipment (PPE)
https://www.youtube.com/watch?v=NL33d3ivsnI
Doffing of Full Set Personal Protective Equipment (PPE)
https://www.youtube.com/watch?v=kn44NqqU0y0
V. Guidelines and Educational Materials

A. Guidelines on Infection Control and Prevention in Hotel Industry

B. Proper Use of Bleach

C. Proper Use of Mask
   https://www.chp.gov.hk/en/healthtopics/content/460/19731.html

D. Proper Hand Hygiene
   https://www.chp.gov.hk/en/healthtopics/content/460/19728.html

E. Handbook for Persons Tested Positive for COVID 19

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

G. Basic Infection Control for Property Management (Video)

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Annex I

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 c for detail).
(c) Hand hygiene technique:

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

Video demonstration

(a) Hand hygiene with liquid soap and water
   [https://www.youtube.com/watch?v=pN2C6AJ2_EA](https://www.youtube.com/watch?v=pN2C6AJ2_EA)

(b) Hand hygiene with alcohol-based handrub
   [https://www.youtube.com/watch?v=oNpAbLN2vPI](https://www.youtube.com/watch?v=oNpAbLN2vPI)
Maintain Cough Manners

Don't spread germs to those around you

Cover your cough

Cover your mouth and nose when sneezing or coughing

Dispose of the contaminated tissue properly

If tissue is not available, cough into your clothes or upper sleeves

DON'T