EPI·WiN

WHO Information Network for Epidemics

COVID-19

Teleconference with Travel & Tourism group

26.02.20

World Health Organization

DRAFT GUIDANCE

How to protect against COVID-19 in hotel industry

Please visit https://www.who.int/emergencies/diseases/novel-coronavirus-2019 or https://www.epi-win.com/ for a complete repository of guidance and advice

- Contents of (written) preparedness plan for possible COVID-19 case(s) – *following logic of new guidance for passenger ships*
  - How and where suspect case(s) of COVID-19 can be safely isolated
  - How to quickly notify local public health authority guest(s) may have COVID-19
  - Safe transfer of ill guest(s) to a hospital in agreement with local health officials
    - *Do you have emergency number(s) for local public health authority?*
  - Caring for suspected COVID-19 case(s) while waiting for transfer to health facility
  - Rapid identification of close contacts of suspect case(s) and their current location
    - *Rapid sharing of this information with local public health authorities*
  - Cleaning and decontamination of affected room(s), areas, laundry, objects
  - Safe disposal of tissues, face-masks etc left by suspected case(s)
  - Communication & coordination between different departments (front desk, housekeeping, laundry, housekeeping)

26/02/2020

PREVENT: simple measures to help prevent spread of COVID-19 in your hotels

- Promote regular hand-washing
  - Communicate this regularly to staff and guests
  - Prominently display alcohol-based hand rub – and refill it regularly
  - Ensure both staff and guests have places to wash hands with soap and water
- Promote good respiratory hygiene
  - Communicate this regularly to staff and guests
  - Prominently paper tissues and have closed bins for disposing of used tissues
- Regular cleaning of rooms, public areas, elevators etc using disinfectant
  - Ordinary household disinfectants seem to work against COVID-19 virus
  - WHO has developed advice on COVID-19 infection control in healthcare facilities
    https://www.who.int/publications-detail/infection-prevention-and-control-during-health-care-when-novel-coronavirus-(ncov)-infection-is-suspected-20200125
  - European CDC has guidance on COVID-19 cleaning in non-healthcare settings
    https://www.ecdc.europa.eu/en/publications-data/interim-guidance-environmental-cleaning-non-healthcare-facilities-exposed-2019

MANAGE: measures to reduce the impact of a COVID-19 outbreak

- Tell staff to stay at home even if they have just mild symptoms
  - Communicate this regularly to staff
  - Time off will be counted as sick leave
  - WHY? helps stop further infection of staff and guests
- Keep local public health authority informed of staff and guests with COVID-19 and share contact data with them about other guests
  - WHY? This will help the health authorities contain the COVID-19 outbreak. They can also help organize safe transfer to hospital when needed.
- Continue with PREVENT measures (hand washing, respiratory hygiene, regular cleaning of surfaces and objects)

FOR DISCUSSION

- What further advice is needed by travel & tourism sector?
- What format should further advice / guidance come in
- Briefings / comments from other participants
- Network user survey

Send comments, feedback, requests to:

Epi-win@who.int