COVID-19 Teleconference with Travel & Tourism group
26.02.20
DRAFT GUIDANCE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
PREPARE: develop (written) preparedness plan for a suspected case(s) of COVID-19 at one of your hotels

- 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)
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
  • European CDC has guidance on COVID-19 cleaning in non-healthcare settings
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:

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