



# Accommodation providers who have guests who are self-isolating

**It is important that people who are required to self-isolate in accordance with government protocols, be provided with support and care. Some people in Western Australia will require alternative accommodation to comply with self-isolation protocols.**

**If staff follow hand hygiene and social distancing principles, and the person adheres to self-isolation guidelines, there is minimal risk to accommodation staff. This document addresses accommodation guidelines for guests who are confirmed positive or are self-isolating as they are close contacts.**

## General Risk mitigation

It is recommended that all businesses and venues adopt social distancing practices wherever possible. This can be achieved by applying the following in your accommodation:

- Ensure queue lines at check-in are separated with no more than one person per four square metres wherever possible,
- Provide signage that outlines social distancing, hand washing hygiene and sneeze/cough etiquette.
- Provide pens for guests to keep following signing required documents,
- Use 'tap 'n go' financial transactions wherever possible,
- Discourage lift-sharing with other unknown persons,
- Be kind and non-discriminatory.

## Risk assessment when a guest is confirmed as a COVID-19 case after they have checked in to the accommodation

There is no evidence that the virus that causes COVID-19 can be transmitted through the air conditioning system. A formal risk assessment of the case will be done by Public Health staff at the time of diagnosis to identify any staff who may have been placed at risk by contact with the guest. For all other staff, the risk of infection is extremely low.

## Self-isolation

People who have tested positive to COVID-19 must self-isolate until no longer infectious. This is required as a public health response to the COVID-19 outbreak, and to prevent onward community transmission. Not all people who have tested positive require hospitalisation but they must remain in self-isolation.

Some people also require self-isolation due to a history of travel or are a contact of a person who has tested positive.

People in self-isolation must stay in their designated room. People in self-isolation must follow appropriate infection control measures such as:

- covering their mouth and nose when they sneeze or cough,
- washing hands often and thoroughly for at least 20 seconds.

### **Check-in of a person requiring self-isolation**

- On arrival and check-in at the accommodation, all efforts should be taken to expedite a fast-tracked check in. The guest should be kept segregated from all other accommodation guests. A distance of 4 square metres between the guest and all other people should be maintained throughout check-in and all other interactions with accommodation staff. If the guest requires to use an elevator to get to their accommodation, then accommodation staff should utilise the elevator over-ride function to ensure the guest can ride solo to their floor.
- Baggage can be handled by accommodation staff provided staff perform effective hand hygiene immediately after handling the baggage. Baggage is to be left outside the door to the guest room or accommodation for collection by the guest after the staff member has left the area.
- The guest under isolation must not leave the room or separate accommodation at any time (except to seek medical advice or in the event of fire or other emergency). The guest must not go for meals in a shared dining area. The guest must not attend communal areas of the accommodation at any time. This includes the facility swimming pool, gym, spa or any other facility provided for guests.

### **Meals and other deliveries**

All meals and other goods are to be delivered to the guest and left outside the door to be collected by the guest after the staff member has left the area. Any used dishes or cutlery for collection are to be left outside the door and immediately collected by the accommodation staff. A mutually agreeable time is to be negotiated with the guest. Dishes and cutlery are to be handled according to the facility's normal protocols. Staff handling dishes and cutlery should perform effective hand hygiene after handling

### **Routine cleaning**

Routine cleaning of the accommodation provided to the guest who is requiring self isolation case should be suspended. Any turn-down services provided should be suspended for guests under self-isolation. Appropriate cleaning materials may be provided to the guest to facilitate the guest in maintaining acceptable hygiene standards within the room or accommodation. Disposable cleaning cloths and mops are required, and these are to be disposed of in the general waste at the end of the guest stay.

Fresh linen and towels may be delivered to the guest as required. The linen should be left outside the guest's door to be collected by the guest after the staff member has left the area. A linen bag should be provided to the guest for used linen. This linen bag is to be left outside the door and immediately collected by the accommodation staff. A mutually agreeable time is to be negotiated with the guest.

Linen and towels should be laundered following the accommodation facility's normal protocols. Staff handling the linen should perform effective hand hygiene after handling the linen. Normal laundry detergents are effective against COVID-19.

All mattresses and pillows should be covered with removable water-resistant mattress and pillow protectors.

## **Vacate cleaning**

Vacate cleaning requirements will vary depending on whether the guest under self-isolation becomes a suspect or confirmed COVID-19 case.

## **Asymptomatic guest after completion of 14-day self-isolation**

The room or accommodation can be cleaned as per the accommodation's usual cleaning protocols.

## **Guest who tests positive or is known to be positive during self-isolation or who leave the accommodation before the 14-day self-isolation period is complete**

- The accommodation should be vacated for at least 30 minutes before cleaning commences
- The accommodation should be cleaned according to the usual cleaning protocols with extra care taken to ensure all hard surfaces within the room are cleaned and disinfected thoroughly, especially the frequently touched surfaces.
- The soft furnishings should be steam shampooed.
- Curtains should also be steam cleaned or laundered as per manufacturer's instructions
- The mattress and pillow protectors should be changed and laundered appropriately.
- The accommodation should remain vacant of other guests for a period of 24 hours from completion of the clean.

## **Personal Protective Equipment (PPE) for cleaning staff**

Cleaning staff in non-healthcare settings should be advised to:

- Avoid touching your face especially mouth, eyes and nose when cleaning
- When handling chemical solutions, protective eyewear should be worn to avoid splashing in eyes and gloves
- Perform effective hand washing using soap and water for at least 20 seconds after cleaning task

## **Appropriate cleaning products**

Cleaning products should be chosen for appropriateness for the surface to be cleaned. In general, combined detergent/disinfectant solutions or wipes should be chosen for hard surfaces. Cleaning products should have viricidal (virus killing) properties. Look for the following words or descriptions when selecting cleaning products:

### **Detergents**

- Acidic, neutral or alkaline. For most general cleaning tasks, a neutral detergent with pH between 6 and 8 should be used.

### **Disinfectants**

- Alcohol wipes with 70-90% alcohol (ethyl alcohol or isopropyl alcohol)
- Chlorine and chlorine compounds- i.e. sodium hypochlorite (household bleach), sodium dichloroisocyanurate (NaDCC) and calcium hypochlorite (bleaching powder)
- Hydrogen peroxide
- Quaternary ammonium compounds (alkyl dimethyl benzyl ammonium chlorides)
- Phenolic disinfectants

If using a bleach solution, look for products which give you a 1000ppm (0.1%) bleach solution.

Many proprietary brands of cleaning products contain the above ingredients and will be suitable for cleaning and disinfection of non-healthcare areas.

**Remember to never mix different cleaning products as in some instances toxic gases can be generated.**

### Frequently asked questions:

- 1. Is a waiter who serviced confirmed COVID-19 guests at risk in handling menus?**  
No. If staff are performing hand hygiene after handling items like menus, there is minimal risk of infection. During and after handling items like menus, staff should avoid touching their face, prescription glasses and hair until they have performed hand hygiene. Having hand hygiene products available to all staff and guests is a practical idea given the current situation. I would suggest having extra alcohol-based hand rub available at entry points, reception, near elevators and in staff accessible areas. Please ensure alcohol-based hand rub are secure to reduce the risk of children potentially playing with them.
- 2. Are staff at risk if they were handling used glasses/cutlery from a guest who was confirmed COVID-19?**  
No. Again, as long as staff are performing hand hygiene (using and alcohol-based hand rub or washing their hands with soap under running water for 40-60 seconds) after handling such items, the risk of transmission is minimal.
- 3. Is there a risk in washing plates, glasses and cutlery in cross contamination? (noting using industrial dishwashers)?**  
An industrial dishwasher is ideal for cleaning these items as they reach the appropriate temperature to adequately clean the items. Dishes and cutlery are required to be washed in a commercial or domestic dishwasher using the appropriate dishwasher detergents. Again, effective hand hygiene after loading these items into the dishwasher and prior to removing clean items from the dishwasher will reduce the risk of transmission of organisms.
- 4. Is there a concern around guests or staff who may have used the elevator?**  
The person in isolation should only have used the elevator on their arrival to the facility. If they were wearing a mask at the time of their arrival and the elevator has regular cleaning paying attention to high touch areas (like the elevator buttons), then there is no risk to other guests. If the person was not wearing a mask, they should have ridden the elevator alone. The risk to other guests and staff is very minimal as the virus particles are not shown to stay in the air for long periods of time, they settle onto surfaces. So, again, good hand hygiene and regular cleaning to the elevator will assist to remove any potential environmental contamination.

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