



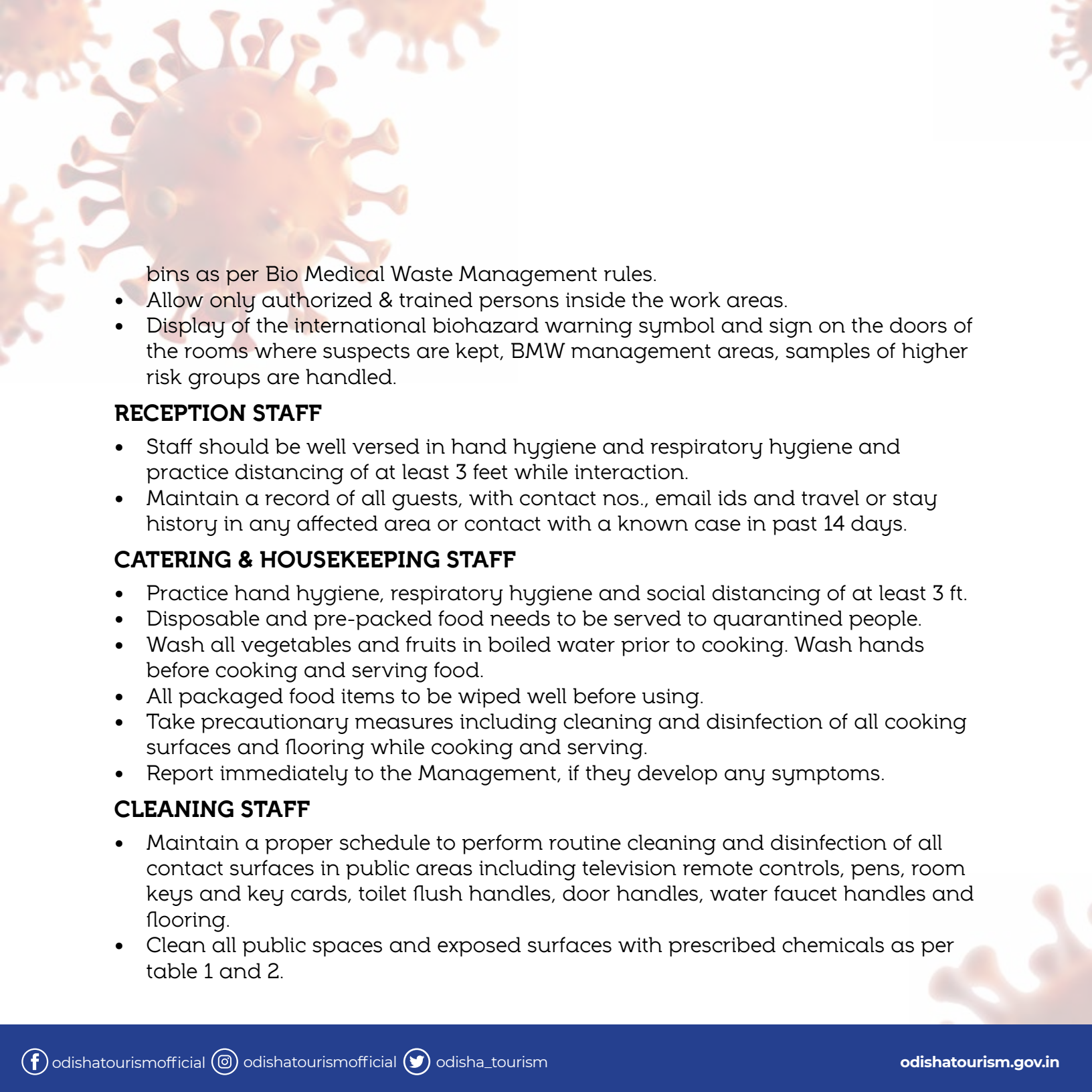
**ODISHA**  
INDIA'S BEST KEPT SECRET.

# **Guidelines for Tourist accommodation Facilities (Hotels, Resorts, Homestays, Guest Houses, etc.) to prevent transmission of Coronavirus outbreak.**

# GENERAL GUIDELINES

## TOURIST ACCOMMODATION FACILITIES

- Orient all the staff on hand hygiene, respiratory hygiene, social distancing practices and usage of Personal Protective Equipments. (PPEs) Regular orientation as and when new staff is posted.
- Ensure adequate availability of triple layer masks, hand sanitizers and disinfectants.
- Post visible signage and information regarding good hygienic practices and correct usage of PPEs.
- All the quarantined people to be kept in separate rooms if possible, otherwise on separate beds with distance of 1-2 meters with no bed facing opposite to each other.
- Linen and Laundry: All Beds should have disposable bed sheet that should be changed on daily basis.
- A separate room needs to be assigned to perform laundry services for cleaning of all the clothes and other washing related activities.
- Provision of personal toiletries/ towel/ blanket/ pillow with covers/electric kettle, room heater and water dispenser to each person depending on availability.
- Educate staff on the most common signs and symptoms of corona virus infection, which are fever, dry cough, sore throat and shortness of breath.
- Look for any symptoms in the staff and guests. In case of symptoms they should be immediately referred to an identified healthcare facility.
- Ensure that they have facility (rooms) in order to isolate suspected guests & staff.
- Ensure donning and doffing of PPEs in separate earmarked area in prescribed manner.
- Maintain functional flow as per MOHFW guidelines to reduce/minimize the interactions between quarantine people and healthcare professionals/supporting staffs.
- Waste Disposal: Ensure waste disposal in demarcated area with properly covered

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- bins as per Bio Medical Waste Management rules.
  - Allow only authorized & trained persons inside the work areas.
  - Display of the international biohazard warning symbol and sign on the doors of the rooms where suspects are kept, BMW management areas, samples of higher risk groups are handled.

### **RECEPTION STAFF**

- Staff should be well versed in hand hygiene and respiratory hygiene and practice distancing of at least 3 feet while interaction.
- Maintain a record of all guests, with contact nos., email ids and travel or stay history in any affected area or contact with a known case in past 14 days.

### **CATERING & HOUSEKEEPING STAFF**

- Practice hand hygiene, respiratory hygiene and social distancing of at least 3 ft.
- Disposable and pre-packed food needs to be served to quarantined people.
- Wash all vegetables and fruits in boiled water prior to cooking. Wash hands before cooking and serving food.
- All packaged food items to be wiped well before using.
- Take precautionary measures including cleaning and disinfection of all cooking surfaces and flooring while cooking and serving.
- Report immediately to the Management, if they develop any symptoms.

### **CLEANING STAFF**

- Maintain a proper schedule to perform routine cleaning and disinfection of all contact surfaces in public areas including television remote controls, pens, room keys and key cards, toilet flush handles, door handles, water faucet handles and flooring.
- Clean all public spaces and exposed surfaces with prescribed chemicals as per table 1 and 2.



## LAUNDRY

- Disinfection of laundry with suitable disinfectant preferably sodium hypochlorite.
- Wear appropriate Personal Protective Equipment (PPE) while carrying out cleaning and disinfection work in prescribed manner as given in Annexure 3 and 4.
- Disposable gloves (heavy duty), disposable long sleeves gowns, eye goggles or a face shield and N95 masks.
- Gloves and masks should be removed and discarded if they become soiled or damaged and a new pair worn.
- All other disposable PPE should be removed and discarded after cleaning activity is completed.
- PPE should be discarded in thick plastic bag, sealed, labelled and sent to the nearest health facility for discarding of infectious waste.
- Hands should be washed with soap and water immediately after each piece of PPE is removed following completion of cleaning.
- The cleaning crew should report immediately if they develop symptoms.

## GUESTS

- They should declare at reception of any history of travel to or stay in an affected area or contact with any known case in past 14 days.
- Observe personal hygiene especially hand hygiene and respiratory (cough/ sneeze) hygiene and social distancing.
- Use alcohol-based hand rub after accessing public areas like receptions, lobby etc.
- Use surgical mask if you develop respiratory symptoms.

# **Guidelines to be followed if any guest(s) develops symptoms of Corona virus**

## **TOURIST ACCOMMODATION FACILITIES**

- Advice and assist sick guest(s) who develop symptoms (fever, cough, sore throat, breathlessness etc.)
- Call control room/identified hospital and inform about the condition of the sick guest(s).
- Arrange for ambulance in consultation with emergency department.

## **BEFORE SEEKING MEDICAL CARE**

- Advise the guest to remain in his room and wear the surgical mask
- Group and relocate any asymptomatic persons into another room and they should stay in the relocated room.
- Minimize contact with the sick guest and other guest travelling along with the sick guest.
- Put on suitable PPE while interacting with /shifting sick guest
- Staff should be aware of symptoms and should report immediately if they develop any symptoms and should be immediately referred to the identified healthcare facility.

## **CLEANING STAFF**

- Cleaning and disinfection of all public areas and exposed surfaces like walls, lift buttons, railings, door handles, arm rest, tables, switches of lights and air conditioners remote controls with disinfectant 1% Sodium Hypochlorite in every six hours or earlier if a positive/suspect case is detected
- Switch off the central air-conditioning of the room in which there is a suspect case

- Discard-cleaning materials made of cloth (mop and wiping cloth) in appropriate bags after cleaning and disinfecting. Wear new pair of gloves and fasten the bag.
- Disinfect all cleaning equipment after use and before using in other area
- Disinfect buckets by soaking in bleach solution or rinse in hot water

### **GUEST(S)**

- Please follow instructions and cooperate with the staff members.
- Stay in the room if feeling unwell, wear a surgical mask and call hotel operators at once for assistance
- Practice hygiene and sufficient distancing.

**Table 1**

## Items/Methods for cleaning and disinfection of lodging

Area/Items	Item/Equipment	Process	Method/Procedure
General Cleaning	Detergent & Warm Water Mop Two Buckets Clean Utility Gloves Hand Mop 1% freshly prepared Sodium Hypochlorite	Daily Floor Moping  Thorough Washing	Scrub floor with hot water and detergent using minimal water Clean with plain water and allow it to dry Mop with 1% Sodium Hypochlorite Note: Cleaning process should be done twice a day
Lockers, Table, Cupboard, Wardrobe, Benches, Shelves and Cots	Damp duster with 1% Sodium hypochlorite	Damp Dusting	Damp dusting with warm water and detergent followed by disinfection with Sodium hypochlorite
Railings	Detergent/Sanitizer- Hot Water	Daily Dusting	Damp dusting with warm water and detergent followed by disinfection with Sodium hypochlorite
Mirror & Glasses	Warm Water/ Detergent/ Damp Cloth Wiper	Cleaning	Using warm water and small quantity of detergent and using damp cloth wipe over the mirrors and use the dry lint cloth to dry them off



Telephones	70% alcohol wipes	General Cleaning	Damp dust with 70% alcohol Pay special attention to ear and mouthpiece
Stainless Steel/Any other sink	Powder cleanser/Any other detergent/Wiper Cloth	Cleaning	Sinks are to be cleaned with powder cleaner
Desks	Damp Cloth in 1% Sodium Hypochlorite / 70% alcohol wipes	Damp Cleaning	Wipe top slides and drawer handles. Pen holders etc to be wiped with the damp cloth
Chair (Vinyl)	Warm Water & Detergent	Cleaning	Wipe down the warm water and detergent and 1% sodium hypochlorite
Furniture and Fittings	1% Sodium Hypochlorite	Cleaning	Wipe down the warm water and detergent and 1% sodium hypochlorite
Curtains, linen, Quilt Covers and Towels	Water Detergent and Washing Machines	Washing	Using detergent or disinfectant wash it in 70 C for at least 25 minutes
Mattresses and Pillow covers (cloth)	Tap Water	Washing	Mattresses and pillow should be covered with reusable covers and should be changed for each guest and when soiled should be sent to laundry according to schedule and washed as linen.
Mattresses and Pillow covers (rexin)	1% Sodium Hypochlorite	Terminal Damp dusting and cleaning	If with rexin cover, can be cleaned with 1% sodium hypochlorite before use for next guest.
Normal/ without rexin	Sunlight	Drying in sunlight	If routine mattress, dry it in bright sunlight for 1-2 days before using for next guest.



**Table 2**

## Items/ Methods For Cleaning and disinfection of Toilets

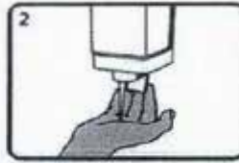
Areas	Agents/Toilet Cleaners	Procedure
Toilet Pod/ Commode	1% Sodium Hypochlorite / Soap Water / Long Handle angular brush	Inside and outside of Toilet/ Commode Scrub with recommended agents using the brush
Lid/Commode	Nylon Scrubber/Soap Water/ 1% Sodium Hypochlorite	Wet and scrub with the soap water and nylon scrubber inside and outside
Toilet Floor	Soap Powder and Scrubbing brush	Scrub floor with brush and soap water Use 1% sodium hypochlorite
Sink	Nylon Scrubber/Soap Water/ 1% Sodium Hypochlorite	Scrub floor with brush and soap water Use 1% sodium hypochlorite
Shower And Tap Fittings	Warm Water/Detergent/1% Sodium Hyp ochlorite	Through rub the floor and tiles and scrub with the 1% sodium hypochlorite Care to be taken to clean the inner side of the taps
Soap Dispenser	Detergent and Water	Daily Dusting and should be dried regularly

# Annexure 1 Steps of Hand Hygiene

## Hand-washing technique with soap and water



1  
Wet hands with water



2  
Apply enough soap to cover all hand surfaces



3  
Rub hands palm to palm



4  
Rub back of each hand with palm of other hand with fingers interlaced



5  
Rub palm to palm with fingers interlaced



6  
Rub with back of fingers to opposing palms with fingers interlocked



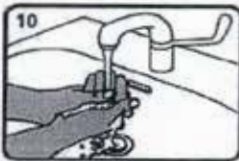
7  
Rub each thumb clasped in opposite hand using a rotational movement



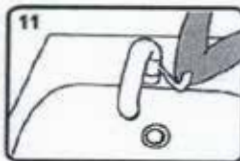
8  
Rub tips of fingers in opposite palm in a circular motion



9  
Rub each wrist with opposite hand



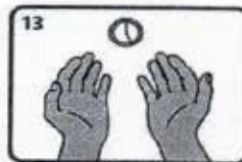
10  
Rinse hands with water



11  
Use elbow to turn off tap



12  
Dry thoroughly with a single-use towel







13  
Hand washing should take 15-30 seconds

Steps from 2-9 are same while using alcohol-based hand rub

# Annexure 2 Respiratory Hygiene

## Annexure 2: Respiratory Hygiene

- Cover mouth and nose when coughing or sneezing or if tissue not immediately available, in the flexed elbow.
- Use tissue paper to contain respiratory secretions and dispose it promptly in lid dustbin
- Perform hand hygiene after hands have been in contact with the respiratory secretions

Respiratory and cough hygiene	
	<ul style="list-style-type: none"><li>• Cough or sneeze into a clean tissue, not into your hands.</li></ul>
	<ul style="list-style-type: none"><li>• Dispose of the tissue immediately into the nearest waste bin.</li></ul>
	<ul style="list-style-type: none"><li>• If you do not have a tissue, cough or sneeze into your upper sleeve.</li></ul>
	<ul style="list-style-type: none"><li>• Always clean your hands after coughing or sneezing, either using soap and warm running water, alcohol handrub or hand wipes.</li></ul>
These steps will help prevent the spread of colds, flu and other respiratory infections	

## **Annexure 3 Guidelines for use of mask**

The correct procedure of wearing triple layer surgical mask :

1. **Perform hand hygiene**
2. Unfold the pleats; make sure that they are facing down.
3. Place over nose, mouth and chin.
4. Fit flexible nose piece over nose bridge.
5. Secure with tie strings (upper string to be tied on top of head above the ears –lower string at the back of the neck.)
6. Ensure there are no gaps on either side of the mask, adjust to fit.
7. Do not let the mask hanging from the neck.
8. Change the mask after six hours or as soon as they become wet.
9. Disposable masks are never to be reused and should be disposed off.
10. While removing the mask great care must be taken not to touch the potentially infected outer surface of the mask
11. To remove mask first untie the string below and then the string above and handle the mask using the upper strings.
12. Disposal of used masks Used mask should be considered as potentially infected medical waste. Discard the mask in a closed bin immediately after use.



# Annexure 4 Donning & Doffing of PPE

Donning & Doffing procedures should be diligently & carefully followed as given below.

## SEQUENCE FOR PUTTING ON PERSONAL PROTECTIVE EQUIPMENT (PPE)

The type of PPE used will vary based on the level of precautions required, such as standard and contact, droplet or airborne infection isolation precautions. The procedure for putting on and removing PPE should be tailored to the specific type of PPE.

### 1. GOWN

- Fully cover torso from neck to knees, arms to end of wrists, and wrap around the back
- Fasten in back of neck and waist



### 2. MASK OR RESPIRATOR

- Secure ties or elastic bands at middle of head and neck
- Fit flexible band to nose bridge
- Fit snug to face and below chin
- Fit-check respirator



### 3. GOGGLES OR FACE SHIELD

- Place over face and eyes and adjust to fit



### 4. GLOVES

- Extend to cover wrist of isolation gown



USE SAFE WORK PRACTICES TO PROTECT YOURSELF AND LIMIT THE SPREAD OF CONTAMINATION

- Keep hands away from face
- Limit surfaces touched
- Change gloves when torn or heavily contaminated
- Perform Hand Hygiene



**Source :**

**Guidelines For Hotels/Lodging Facilities to Prevent Transmission of Coronavirus Outbreak.**

Ministry of Tourism, Govt. of India

**Guidelines for Prevention of Transmission and Disinfection of Hotels/Lodging facility where suspect /confirmed COVID-19 cases have housed.**

Ministry of Health & Family Welfare., Directorate General of Health Services, Govt. of India