Standard for hotels providing accommodation for guests in quarantine or isolation

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Introduction

It is important that people who are required to comply with quarantine/isolation protocols are provided with support and care. Hotel staff who follow hand hygiene principles, physical distancing rules, and adherence to isolation guidelines, are at minimal risk.

This document sets out the minimum standard required for staff, including contracted staff, employed at hotels that have guests who have been directed to quarantine or isolate at a hotel. Hotels should consider having closed circuit television (CCTV) and some form of security is recommended. However, all hotels must have a front desk that is manned 24 hours a day.

Privacy of guests must always be maintained. The COVID-19 status of all guests must be kept confidential. All guests who are required to quarantine/isolate should be managed in the same manner, regardless of their COVID-19 status.

1.0 Staff training

1	All hotel staff have been provided with information on infection prevention and control (IPC). This should include how to use Personal Protective Equipment (PPE) correctly, hand hygiene, cough etiquette and physical distancing. A record should be kept of all staff that have been provided this information.
2	Hotel staff are given training on: • the check-in process • food preparation • food delivery • rubbish collection • cleaning • laundry services • procedure if guest leaves hotel for COVID 19 testing, • procedure if guest leaves hotel for emergency reasons • procedure if guest leave hotel for non-emergency reasons • procedure if guests require physical assistance
3	Check-in process has been tested by the hotel to ensure it is completed in a timely manner and is as contactless as possible.

2.0 Hotel procedures

All procedures should be documented and made available on request.

1	Hotel staff are reminded to report if they have any symptoms of a respiratory infection. Staff must not attend work if feeling unwell.
2	Hotel staff maintain 1.5m distance from all guests and colleagues.
3	Hotels employing security staff must have records of security staff hired and which security company staff they are hired through, including those who are subcontracted.
4	If staff are hired via outside contractors, it is the responsibility of the hotel to ensure all staff have been provided information as documented above.
5	In facilities where guest deliveries are delivered to the reception, the hotel has a register of guest deliveries including recording of arrival times of perishable food, and ensure perishable foods are delivered to the guest in a manner appropriate for food safety reasons.
6	In facilities that do not have a reception desk that is manned 24 hours a day, after hours contact details of a facility staff member should be made available for guests.

3.0 Check-In

3.1 Quarantine check-in area

1	Hand sanitiser containing at least 60% alcohol is available at the entrance to the hotel, at check-in, and at the lift area.
2	PPE (disposable gloves, surgical style single- use face masks and eye protection) should be available for hotel staff. This should be used if there are any quarantine guests near the staff member and removed once the guests leave the area. Hand hygiene should be performed after removing PPE.
3	Increased cleaning regimes have been implemented, focusing on high touch areas (e.g. lifts, hand rails, keypads).
4	Signage and markings are displayed to create physical distancing (at least 1.5m) between guests and staff. Signage is displayed to promote hand hygiene and sneeze/cough etiquette.

3.2 Prior to check-in and guest arrival

1	The hotel booking process should require notification if the guest is required to quarantine in the hotel. This information should be communicated in an appropriate manner to staff.
2	Hotel staff assisting with check in process are equipped and wearing appropriate PPE (i.e. surgical single use face masks, eye protection, and disposable gloves).
3	If pens are provided to guests at check in; guests to keep pens following check in process.
4	Lift only shared by members of the same quarantine party. If possible, hotel staff to utilise elevator over-ride function to ensure guest can ride solo to their floor.
5	All areas of check in to be cleaned once the guest has entered their room. Hand hygiene performed after cleaning.
6	At all times hotel management must ensure procedures are in place to prevent the mixing of members of the public and other guests with the quarantining guests.

3.3 Information pack provided to all guests

1	The information pack provided to guests should include any COVID-specific requirements the hotel has implemented, including the process to be followed if the guest needs to leave the hotel for any reason, e.g. to attend a COVID clinic for testing.

4.0 Quarantine rooms

1	Hand sanitiser and waste bin readily available on each floor of hotel.
2	Increased cleaning regime implemented, focusing on high touch areas.
3	All deliveries are left outside the guest's room. Staff to knock on guest's door and leave before the guest opens the door or call guest when delivery has been made.
4	Hotel to identify which room has a quarantining guest and communicate this in an appropriate manner to all staff, to ensure that no staff members inadvertently enter the room while the quarantine guest is present.

5.0 Guest movement

Occasionally guests may be required to leave their hotel room and return during their quarantine period. This may be to obtain a COVID test, as directed on their entry to WA, for compassionate reasons as granted by WA Police, or for medical reasons. Guests may be required to move rooms due to a maintenance issue or evacuate in an emergency. Whenever the quarantining guest is outside their room of quarantine, they must be wearing a surgical mask.

5.1 Leaving quarantine room

1	The guest should inform the hotel of the day and time the guest needs to leave.
2	The guest must perform hand hygiene and put on a surgical mask before leaving their room.
3	The guest should arrange their own transportation and ensure it has arrived at the hotel prior to guest leaving room.
4	The hotel staff must ensure the areas of the hotel the guest will move through, including the lift, are clear. Hotel staff must always stay at least 1.5m distant from the guest.
5	Hotel to clean all areas involved in the journey from the room to the transport. Hand hygiene must be performed after cleaning.

5.1 Returning to quarantine room

1	The guest should inform the hotel when they are returning to the hotel.
2	Guest to be wearing a surgical mask and perform hand hygiene on return to the hotel.
3	The hotel staff are to ensure the areas of the hotel the guest will move through, including the lift, are clear. Hotel staff must always stay at least 1.5m distant from the guest.
4	Hotel to clean all areas involved in the journey from the transport to the room. Hand hygiene must be performed after cleaning.

6.0 Provision of services

6.1 Food service

1	Food trolleys used for quarantine guests must be cleaned thoroughly with a disinfectant-based cleaning product prior to returning to meal preparation areas. Food can be served in disposable containers or with reusable crockery and cutlery. All reusable crockery/cutlery should be collected from outside the room at a mutually agreeable time and processed through a dishwasher. Hand hygiene must be performed by hotel staff after handling any items from a quarantine room.
2	Hotel staff must not have any interaction with guests when they are delivering food, care packages, and clean linen or when collecting used linen and waste and must not enter the guest room.
3	If guests have perishable food delivered, time of arrival to hotel, and delivery to the room, to be recorded and food to be delivered to guests' door within 15 mins of arrival.
4	Food may be delivered to the guest's room if the reception desk is not manned after hours, but the food should be placed outside the door and the guest alerted by a knock on the door. There should be no contact with the guest. It is the responsibility of the guest to retrieve the delivered food in a timely manner.

6.2 Laundry service

1	Laundry trolleys are cleaned thoroughly with a disinfectant based cleaning product following collection of used linen.
2	Fresh linen and towels may be delivered to the guest as required. The linen should be left outside the guest's door.
3	A linen bag is to be provided for the guest for used linen. The guest should tie the linen bag closed before leaving this linen bag outside the door for collection by hotel staff at a mutually agreeable time.

6.3 Cleaning service

1	Cleaning products should have a detergent and disinfectant ingredient. Cleaning should follow the clean to dirty principles (e.g. food areas before bathroom areas)
2	Cleaning material may be provided to guests to facilitate guests in maintaining acceptable hygiene standards within their room. Disposable cleaning equipment should be provided to the guests.
3	Routine cleaning and disinfection of all common areas of the hotel is to occur at an increased frequency and should occur at least 3 times daily, especially in frequently used areas e.g. reception areas, shared bathroom facilities and all frequently touched surfaces e.g. lift buttons, door handles, handrails, staff touch-pad entry access panels, computer mice and keyboards, desks, and telephones.

4	Routine daily cleaning of the hotel room and any turn-down services are to be suspended for guests in quarantine.

6.4 Rubbish service

1	All waste generated by the guest can be placed in the general waste stream.
2	Plastic bin bags should be provided to the guest to facilitate bagging of waste.
3	The guest is to leave the tied waste bags outside the door for collection by hotel staff at a mutually agreeable time. Staff must perform hand hygiene after handling any waste.
4	Hotel staff must check with guests if specialised waste will be created (e.g.: diabetic guests may need a safe disposal method for medication needles)

7.0 Instructions for staff (Hotel, cleaning and security where applicable)

7.1 General instructions

1	All staff to regularly perform hand hygiene while on duty, before and after meal breaks, bathroom or refreshment breaks, and after performing cleaning. Hand hygiene must also be performed before and after applying PPE.
2	Any shared equipment (cleaning trolleys, communication equipment, keys) must be cleaned and disinfected with an appropriate detergent/disinfectant wipe or solution between users.
3	Cleaning staff must be trained in the appropriate use of cleaning procedures and products. This includes following the manufacturers instructions, never topping up or mixing chemicals, wearing appropriate PPE to prevent chemical splashes and inhalation, avoid touching nose, eyes and mouth when cleaning and always having access to the MSDS on site.
4	All staff must be instructed as to how to report guest breaches in quarantine. They should inform management who will inform WAPOL and the company/employer.

7.2 How to manage a beach in quarantine

1	If a quarantine guest is found breaching quarantine, instruct the guest to go straight back to their room.
2	Inform the hotel manager to be informed of breach.
3	Hotel manager to ensure immediate cleaning is undertaken of all communal areas and all areas where the guest has been.
4	Hotel manager to immediately contact WAPOL (Ph: 131 444) and the Public Health Emergency Operations Centre (PHEOC) on pheoc@health.wa.gov.au to notify them of the breach.
5	In the event the breach has come from a member of staff (eg: staff member had contact with a quarantine guest or has entered a quarantine room), hotel manager should be informed immediately. The manager must report the incident to Public Health Emergency Operations Centre at pheoc@health.wa.gov.au

8.0 Vacate cleaning

8.1 Vacate cleaning for asymptomatic guests

1	The room can be cleaned as per the hotel's usual cleaning protocols. PPE should be worn – mask and eyewear. The products to use should include a detergent and disinfectant-based product.

8.2 Vacate cleaning for positive guest

Current evidence does not support third party cleaning or validation of cleaning processes of rooms that have been occupied by persons who were COVID-19 positive.

1	The room should be vacated for at least 72 hours after the guest has left, and the room left closed until cleaning commences.
2	The room should be cleaned according to the hotel's usual protocols, with extra care taken to ensure all hard surfaces within the room are cleaned and disinfected, especially the frequently touched surfaces.
3	All carpets, soft furnishings and curtains must be steam cleaned or laundered as per manufacturer's instructions.
4	The mattress and pillow protectors should be changed and laundered.

9.0 Emergency maintenance

1	If the room occupied by the quarantine guest requires maintenance, arrangements are to be made to have the guest moved to another room.
2	The room should be left vacant for 72 hours and then cleaned and disinfected as per the cleaning instructions for guests who leave the hotel before their 14-day quarantine period is complete.
3	Once the room has been cleaned and disinfected, maintenance personnel may execute repairs according to normal protocols. Maintenance personnel should wear gloves and other PPE as appropriate to the task being undertaken, and as required by workplace safety and health requirements.
4	If urgent / emergency maintenance is required and a 72-hour lag-time is not feasible e.g. a burst water pipe, then the work should proceed, and maintenance staff should wear PPE consistent with droplet precautions i.e. surgical mask, gloves, gown and eye protection, and as required by workplace safety and health requirements. Advice can be sought from PHEOC on pheoc@health.wa.gov.au
5	Hand hygiene is to be performed before entering the room and after completion of the task and after removal of any PPE. The maintenance staff should avoid touching their faces, especially eyes, nose and mouth.
6	The guest must also wear a surgical mask whilst maintenance staff are in the room.

10.0 If a guest is confirmed as a positive COVID-19 case after check-in

1	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.

Resources

Contact details for medical or welfare assistance

1	For medical assistance contact your General Practitioner (GP). If your GP is not available, contact an after-hours GP Telehealth service: Night Doctor#+& 1300 644 483 https://nightdr.com.au/ Perth Home GP#*+& 1300 815 321 https://perthhomegp.com.au/ After Hours Home Doctor#& 1300 378 663 https://www.afterhourshomedoctorwa.com.au Dial-A-Doctor#& 1300 030 030 https//www.dial-a-doctor.com.au/perth DoctorDoctor#& 13 26 60 https://www.doctordoctor.com.au/ Get Better#&+ 1800 238 83 https://www.getbetter.com.au/ Home Doctor#& 13 74 http://homedoctor.com.au/locations/perth # able to provide telehealth services * service available for day time consultations & fees may be applicable for consultations/telehealth services/interpreter services + able to access interpreters when available
2	Welfare Assistance (e.g. food, medication, other essential items) phone the 13 COVID (1326843) phone line (option 2).
3	Emergency dental assistance phone 0429 441 162.
4	Mental health assistance phone Beyond Blue on 1300 224 636.
5	Urgent assistance and accommodation support related to family domestic violence please call Crisis Care on (08) 9223 1111 or 1800 199 008.
6	Sexual, domestic or family violence call 1800RESPECT or visit their website.

Education and Training (free to access)

Personal Protective Equipment (PPE) Donning and doffing poster:

https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-PPE-Poster.pdf

WA Department of Health PPE donning and doffing video:

https://youtu.be/qENV2ly-ndk

Hand Hygiene online courses:

https://www.hha.org.au/online-learning/complete-a-module

Australian Government Infection Prevention and Control training for COVID-19

https://www.health.gov.au/resources/apps-and-tools/covid-19-infection-control-training

Australian Hotels Association COVID Safety Plan and Hygiene Training (hospitality):

https://www.ahawa.asn.au/news___information/hygiene_training___covid_safety_plan.phtml

The World Health Organization Infection Prevention and Control of COVID-19 Virus

https://openwho.org/courses/COVID-19-IPC-EN

Fact Sheets and Posters

WA Health advice for hotel providers

https://ww2.health.wa.gov.au/-/media/Files/Corporate/general-documents/Infectious-diseases/PDF/Coronavirus/COVID19-Accommodation-providers-that-have-guests-who-are-self-isolating-as-confirmed-cases.pdf

https://ww2.health.wa.gov.au/-/media/Corp/Documents/Health-for/Infectious-disease/COVID19/COVID19-Social-distancing-in-the-workplace.pdf

Australian Department of Health Resources for the general public:
https://www.health.gov.au/resources/collections/novel-coronavirus-2019-ncov-resources

WA Government coronavirus information and advice:

https://www.wa.gov.au/government/covid-19-coronavirus

Australian Government Identifying the Symptoms Poster:
https://www.health.gov.au/resources/publications/coronavirus-covid-19-identifying-the-symptoms

Australian Government Stop the Spread Poster:

https://www.health.gov.au/resources/publications/coronavirus-covid-19-print-ads-simple-steps-to-stop-the-spread

Australian Government Keeping Your Distance Poster:

https://www.health.gov.au/resources/publications/coronavirus-covid-19-keeping-your-distance

Australian Government Cough Etiquette Poster:

https://www.health.gov.au/resources/publications/coronavirus-covid-19-keep-that-cough-under-cover

Australian Government Hand Washing Poster:

https://www.health.gov.au/resources/publications/coronavirus-covid-19-print-ads-good-hygiene-is-in-your-hands

Hand Hygiene Australia posters

https://www.hha.org.au/local-implementation/promotional-materials/posters