

# Recommendations for Hotel Operations

## 1. Novel coronavirus 2019 (2019 n-CoV)

### 1.1 What is a coronavirus?

Coronaviruses are a large family of viruses that can cause respiratory disease in humans. Human coronaviruses generally cause mild illness such as the common cold. Some strains can cause pneumonia, such as severe acute respiratory syndrome (SARS), and Middle East Respiratory Syndrome (MERS) which has been reported since September 2012.

### 1.2 What is 2019 novel coronavirus?

The 2019-nCoV is a new strain of coronavirus that has not been previously identified in humans. It was first detected in Wuhan City, Hubei Province, China at the end of 2019.

## 2. Transmission and Symptoms of 2019-nCoV

### 2.1 Can a human get infected with 2019-nCoV?

As of January 29, 2020, 6,066 confirmed cases and 132 confirmed deaths were reported throughout the world. The 2019-nCoV is likely to be spread from person to person via droplets when coughing and sneezing. Therefore, avoiding close contact with people showing symptoms of respiratory illness and avoiding the sharing of items such as glasses and towels are recommended to reduce the risk of spreading the novel coronavirus.

### 2.2 What are the symptoms of the 2019 novel coronavirus?

Most patients with suspected novel coronavirus infection have had fever and common symptoms of other respiratory infections such as coughing, runny nose, sneezing, and difficulty breathing. Most of the confirmed cases have had travel history to Wuhan City, Hubei Province, China or affected areas within the 14 days before the onset of illness.

## 3. Recommendations for Hotel Operations

### 3.1 Prevention of 2019-nCoV viral pneumonia for hotel guests

1) Reception staff should inquire about guests' travel history and observe the health status of the guests while staying at the hotel. If a guest traveled during the past 14 days to an affected area, including Wuhan, Zhijiang, Ezhou, Chibi, Huanggang, Lichuan, Jingzhou, Qianjiang, Xiantao, Huangshi, Xianning, Xianning Xiaogan, Enshi, Guangzhou, China or other cities, that may be later announced to be an outbreak area, and the guest shows symptoms of fever, coughing, sneezing, runny nose, or dyspnea, the staff must immediately report to the Ministry of Public Health through the Department of Disease Control Hotline at Tel. 1422 and require the suspected patient to wear a mask before sending them to the nearest hospital to access the health care treatment as appropriate.

2) Prepare available masks and install alcohol dispensers for washing hands in common areas such as lobbies, restaurants, exercise rooms, doorways or elevators. Providing these services for guests and hotel staff can reduce human to human transmission.

3) Increase awareness among housekeepers of the risks of contamination of viral agents on surrounding surfaces. All housekeepers need to pay attention to self-protection, such as wearing a mask and rubber gloves while working. Frequently used items such as

# Recommendations for Hotel Operations

remote controls, light switches, glasses of water, telephones, headboards, and door handles etc. need to be cleaned to eliminate germs. Toilet cleaning agents, detergent and 70% alcohol solutions can destroy the virus.

4) For hotels that have had guests who are confirmed cases of 2019-nCoV, the housekeepers have to wear personal protective clothing by wearing a shower cap, large clear glasses (windproof glasses), masks, plastic aprons, long gloves and boots. Cleaning supplies for the room should include bleach with 6% sodium hypochloride (such as Haiter brand's blue bottle or Hygiene brand's white bottle) mixed with water in a ratio of 1 to 100 to clean the surface and sit for 30 minutes in areas that may be contaminated or stained with nasal discharge, saliva or mucus of the confirmed case.

## 3.2 If guests ask about recommendations for prevention of 2019-nCoV pneumonia

As of 24 January 2020, the World Health Organization has not yet announced travel restrictions. However, the Chinese authorities announced the closure of public transportation in and out of many cities in Hubei Province, therefore, traveling to the affected cities needs to be avoided, but guests can choose to travel to other cities in China as per the instructions below:

1) While traveling abroad, avoid being in crowded or polluted areas, and avoid close contact with a person who is coughing or sneezing. If unavoidable, wear a mask.

2) Avoid entering live animal markets, touching or being close to animals, especially sick or dead animals, and avoid eating uncooked meat products.

3) Always wash your hands thoroughly with water and soap or alcohol hand gel. Do not touch your eyes, nose, or mouth unnecessarily.

4) Do not share personal items with others (such as handkerchiefs, glasses, towels) because the respiratory pathogens can enter the body through direct contact with secretions of the infected person.

5) Keep your body warm and get enough sleep

6) Within 14 days after returning to your home country or the next destination, if you have a fever and respiratory symptoms such as cough, sore throat, runny nose, or dyspnea, you need to wear a mask and immediately seek medical advice and notify health care providers of travel history to prevent any complications of pneumonia and other severe or fatal symptoms.

## 3.3 What should the hotel staff do to protect themselves?

Hotel staff including hotel receptionists, hotel porters, security staff for door opening, room reservation officers and other staff members are considered to be the first people who meet with a large number of guests. The critical fundamentals of protecting yourself from the infection is to observe the health symptoms of guests while servicing them such as appearance of fever, cough, sore throat, runny nose or dyspnea. If the guests present with

## Recommendations for Hotel Operations

these symptoms, please suggest the guests to wear a mask and to go see a doctor immediately, along with providing their travel history. Be careful of close contact while performing duties. If that is hard to avoid, you must wear a mask and regularly wash your hands thoroughly with water and soap or alcohol gel. Do not touch your eyes, nose or mouth. Keep your body warm and get enough sleep. If you are sick, please seek medical advice at the nearest hospital and notify the history of contact with suspected patients to the health care officers for further diagnosis and treatment. Further information can be accessed at the Department of Disease Control Ministry of Public Health website <https://ddc.moph.go.th/viralpneumonia/intro.php>