Guidelines on preventive measures to contain spread of COVID-19

Hotels

11th June 2020
Every individual is at risk

If infected, you may spread infection to others in crowded places

You may put your family members at risk

You may particularly put elders in your family at risk

As we progress in Unlock 1.0, to contain the spread of COVID-19, we need to follow Covid Appropriate Behavior at all times
<table>
<thead>
<tr>
<th><strong>Generic Preventive Measures</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Use face covers/masks</strong></td>
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<tr>
<td><strong>Maintain adequate social distancing</strong></td>
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<tr>
<td><strong>Wash hands with soap/ sanitizers (as required)</strong></td>
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<tr>
<td><strong>Respiratory etiquettes</strong></td>
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<tr>
<td>- Cover mouth &amp; nose with tissue/ handkerchief/ flexed elbow</td>
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<tr>
<td>- Dispose off used tissues properly</td>
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<tr>
<td><strong>Spitting is strictly prohibited</strong></td>
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<tr>
<td><strong>Thermal screening of all entrants and staff</strong></td>
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<tr>
<td><strong>Maintain 6ft distance while queuing for entry in public places</strong></td>
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<tr>
<td><strong>Staggering of visitors/patrons</strong></td>
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</table>
Generic Preventive Measures

Who are advised to stay at home?

- People aged more than 65 years
- Children aged less than 10 years
- Pregnant Women
- Persons with comorbidities such as hypertension, diabetes, etc

Except for essential and health purposes

Self-monitor health
(Guest and staff)

Aarogya Setu app
(Recommended to Install & Use)

Immediate report illness
(To state and district helpline)

Large gatherings/congregation prohibited

Immediate report illness
(To state and district helpline)
Hotels – Specific Measures

- Mandatory sanitizer dispensers and thermal screening provisions at entrance
- Only asymptomatic staff/guests allowed
- Workers/Customers/Visitors/Staff to be allowed entry only if wearing masks
- Separate entry and exit for guests, staff and goods/supplies
- Specific markings with sufficient distance for queue management and social distancing norms
- Proper Crowd Management in hotel & outside the premises like parking lot

- Air-conditioning (Temp of 24–30°C, Relative humidity of 40–70%, Intake of fresh air, Cross ventilation)
- Posters/standees/AV media on COVID preventive measures displayed at all times
- Effective and frequent sanitation (esp. lavatories, drinking and hand/foot washing stations)
- Cleaning and regular disinfection (using 1% sodium hypochlorite of frequently touched surfaces)
- Deep cleaning of washrooms
- Safe Disposal of face covers/masks/gloves
Hotels – Specific Measures

- Avoid front-line work and take extra precaution for high risk employee (older, pregnant employees and employees with underlying medical conditions)
- Staff to additionally wear hand gloves
- Valet parking operational (Face covers/masks & gloves for staff and disinfection of steering, door handles, keys)
- Restricted number of people in elevators
- Use of escalators with one person on alternate steps
- Travel history, medical condition and Self declaration form to be filled
- Contactless payments for both check-in and check-out
- Luggage to be disinfected before sending to the room
- Adequate Manpower to be deployed by Hotels for ensuring social distancing norms
- Hand sanitizers to be kept at reception for guests to use before filling forms and A&D register
- Guests above 60 years of age to take extra precautions
- Guests should not visit containment zone
**Hotels – Specific Measures**

<table>
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<tr>
<th>Precautions while handling supplies/inventories/goods</th>
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<tr>
<td>Personal Protection gear shall be made available by hotel to staff</td>
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<tr>
<td>Restaurants, if operational to follow detailed guidelines for restaurants</td>
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<tr>
<td>Gaming arcade/Children play area closed</td>
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</tbody>
</table>

| Room service to be encouraged, instead of dine-in. Packet to be left at the door. Staff for takeaway to be screened thermally |
| Communication between guests and in-house staff should be through intercom or mobile phone |
| Rooms and service areas to be sanitized after guest leaves/checks out |
| Staff to follow social distancing norms in the kitchen and Kitchen area to be sanitized at regular intervals |
Protocol for attending to suspect or confirmed case

1. Place the ill person in an isolated room or area
2. Provide mask/face cover
3. Immediately inform nearest medical facility or call state or district helpline
4. Risk assessment and further action by designated public health authority (district RRT/treating physician)
5. Disinfection of Premises (If person is positive)

The detailed guidelines are available at MoHFW website, states may adopt accordingly.