



COVID-19 instructions for accommodation establishments

- COVID-19 is an infectious viral disease which spreads from person to person through the projection of aerosols, mainly through coming into close contacts with infectious persons.*
- If the conditions are favourable, the virus can survive on contaminated surfaces for up to three days, but it can be destroyed through cleaning and disinfection.
- The risk of the spread of COVID-19 is at its highest in enclosed, crowded, and poorly ventilated rooms.
- The aim of the instructions is to provide guidelines to accommodation establishments for the safe provision of their services under the circumstances of the spread of COVID-19.
- **The work of the establishment should be organised with a basis on valid directives which have been issued by the government of the republic of Estonia: measures and restrictions which are required to prevent the spread of COVID-19**

The cleanliness of the premises and proper ventilation

- It must be ensured that air that is mechanically supplied and removed in the form of a ventilation system is supplied through a system that is fully functional and which has been switched on.
- The premises must be regularly cleaned and disinfected by using the usual methods and cleaning materials.
- Frequently used objects and surfaces (including counters, door handles, tables, chairs, toilets, etc) must be cleaned every two to four hours.
- Any textile objects which are used by customers must be washed in a washing machine at a temperature of at least 60°C by using a regular washing cycle.
- Surfaces in the premises must be easy to clean and disinfect. A suitable detergent must be used for cleaning soft flooring materials.
- Any waste which may have come in contact with the virus (including personal protective equipment) must be collected in plastic bags which can be sealed at the top and disposed of as mixed domestic waste.
- [The advice of the Health Board in terms of cleaning and disinfection](#) should be followed.

Customers

- Masks must be worn upon entering the building and in publicly-used indoor premises. [See the Health Board's website for instructions on how to wear a mask properly](#). Wearing a mask is not compulsory for individuals who have a justifiable medical reason for not doing so or who need to communicate with an individual who has hearing difficulties and who needs to be able to read their conversation partner's lips during communication, as well as for children under twelve years of age.
- In public indoor premises, **up to two individuals may stay and move around together**, keeping a distance of at least two metres from others. The restriction does not apply to families or if it is not reasonably possible to observe the restriction.
- The business must give customers the opportunity to register their personal details (name and telephone number). It should be disclosed to customers that such details are disclosed on a voluntary basis. The details will be used later if it becomes necessary to notify the customer of any potential contact with an individual who has been infected.



- It must be ensured that anyone who is using the business premises is maintaining the required social distancing from anyone else on the premises (approximately two metres). The required signage must be displayed to facilitate this.
- Customers should be encouraged to use the [Hoia](#) mobile phone app. The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with a person who has tested positive for coronavirus.
- Customers must be able to wash their hands or, if this is not possible, to sanitise their hands.
- The means for sanitising one's hands must be installed in visible places alongside the main routes being used by customers, including next to entries and exits.
- [Hand-washing](#) and [sanitising](#) stations must be equipped with respective instructions.
- Toilets must be equipped with plenty of soap and disposable towels for drying hands. From the perspective of infection prevention, it is safer to use disposable towels instead of hand dryers.
- If a customer who has any symptoms of a respiratory disease is staying in an accommodation establishment, then additional instructions will apply (see below).

Further precautions must be taken:

- ✓ Any customer who has fallen ill must be notified of the need to keep their distance from others.
- ✓ Contactless room service must be provided to any customer who has fallen ill.
- ✓ A protective mask must be provided to any customer who has fallen ill.
- ✓ The customer's health must be monitored carefully and the customer must be encouraged to ask for help if necessary.
- ✓ When the customer has departed the premises, any premises, surfaces, and objects which they may have used must be cleaned thoroughly.

Employees

- As of 24 November 2020, COVID-19, officially referred to as SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) is included in hazard group 3 for biological hazards. In the case of any work which is accompanied by a risk of coming into contact with biological hazards, the employer must determine the type, extent, and duration of the risk to the employee in terms of their being infected in the course of the completion of a working environment risk analysis and, based on this, should assess the risk to the employee's health and implement any necessary precautionary measures. [The precautions are introduced via the Labour Inspectorate's 'Tööelu' website.](#)
- The employer must make sure that all employees are aware of the main measures which can be implemented to prevent the passing-on of respiratory diseases.
- It must be stressed to employees that they are not permitted to come into work or to remain at work in the case of there being even the smallest suspicion of their having been infected. A procedure must be established in order to make sure that no employee who has fallen ill remains on the business premises.
- Close contact between employees and customers must be minimised.* If this is not possible, provide employees with personal protective equipment such as visors and masks.
- Employees should be advised to use the [Hoia](#) app. The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with a person who has tested positive for coronavirus.
- Employees must be able to wash their hands regularly. The [instructions](#) that have been provided for washing hands must be followed.
- If it is not possible to wash one's hands, then hands must be sanitised with a hand antiseptic by following the respective [instructions](#). Visibly dirty hands must always be washed.



- Collective means of protection and personal protective equipment must be issued to employees based on the results of the risk analysis for the working environment, and training must be organised to show the proper and safe use of such equipment. [Instructions can be found on the Health Board's website.](#)
- Any waste which may have been contaminated with the virus (such as tissues, masks, etc) should be disposed of pursuant to the following instructions: www.envir.ee/et/uudised/koroonajaatmed-tulebteistest-eemal-hoida.
- Work clothing must be washed regularly using a procedure which is followed by all of the business employees. The clothing of any employee who has fallen ill must be washed immediately.
- Clothing or other tools and equipment which are used at work should not be taken home if possible.
- In the case of product presentations being organised (such as food or cosmetic products which are accompanied by a high risk of cross-contamination, such as lipsticks or mascara), where possible the appropriate facilities must be provided to those persons who are tasked with presenting the products, and to customers as well so that all parties are able to sanitise their hands, and all parties should be encouraged to maintain the required social distancing and to wear masks.

If an employee falls ill with a respiratory disease
(fever, cough, lack of energy, and other symptoms)

- An employee who falls ill outside of working hours must stay at home.
- An employee who falls ill at work must leave immediately.
- The employee in question must contact their family physician who will determine whether or not that person should be diagnosed as having COVID-19, plus their need to be tested, and the need for a certificate to be signed to show their incapacity for work.
- From the perspective of slowing down the spread of COVID-19, it is important for any employee who has fallen ill to notify their employer of their COVID-19 diagnosis being confirmed. The employer must be notified in a manner which has been agreed between the employee and the employer.
- Having been notified of an employee's COVID-19 diagnosis, the employer must cooperate with the Health Board's regional department to identify the employee's work-related close contacts,* and to provide them with instructions for the further organisation of their work. In those counties which are included within the area of administration of the Health Board's northern regional department (Harju County, Järva County, and Rapla County), close contacts are currently not being contacted by the Health Board's inspectors. We would like to ask those infected individuals who live in the aforementioned counties to notify their close contacts themselves of the potential risk of infection and of the requirement to self-isolate. [Further information about determining who can be classed as a close contact can be found on the Health Board's website.](#) The Health Board will contact the infected individual and, if it is found that they may have caught the virus at work, the Health Board will also contact the individual's workplace to provide guidance there. In all other regions of Estonia, close contacts, which includes work-related close contacts, are being mapped out in cooperation with an inspector from the Health Board's respective regional department.
- If a diagnosis of COVID-19 is confirmed, the employer must identify all persons who have come into close contact with the employee who has fallen ill at their place of work within the period after the employee had become symptomatic or up two days before they became symptomatic.* In the case of an asymptomatic employee, anyone who has come into close contact with the employee within two days before the employee tested positive is deemed to be one of the employee's close contacts.*
- Close contacts must self-isolate for ten days, while monitoring their health condition carefully. Even though it is not compulsory to be tested, the Health Board advises close contacts to undergo SARS-CoV-2 testing after completing their ten-day self-isolation period in order to detect potential asymptomatic



or pre-symptomatic cases. The duration of a close contact's self-isolation period can be calculated with the help of the [isolation calculator by the Estonian Family Physicians Association](#).

- The requirement to self-isolate at one's place of residence or permanent lodgings for ten calendar days and take the coronavirus SARS-CoV2 test is not applied in the following cases:
 - 1) if the individual has had COVID-19 and has been declared by a physician as having recovered within the past six months;
 - 2) if the individual has been vaccinated against COVID-19 and no more than two months have passed since the completion of the vaccination process.
- Any premises which may have been contaminated with the virus must be closed to third parties and should be thoroughly cleaned, disinfected, and ventilated before reopening.
- [The advice of the Health Board in terms of cleaning and disinfection](#) should be followed.
- If a COVID-19 diagnosis is not confirmed for an employee who has fallen ill, all other employees may continue to carry out their duties, but must monitor their health over the following ten days.

HANDS MUST BE WASHED:

- before commencing work
- before handling heat-treated or ready-made food
- after handling or preparing food which was not heat-treated
- after handling waste
- after carrying out cleaning operations
- after using the toilet
- after blowing one's nose, sneezing, or coughing
- after eating, drinking, or smoking
- after handling cash

*CLOSE CONTACT IS CLASSED AS BEING:

- direct physical contact with an individual who has been infected with COVID-19 (such as shaking hands)
- direct contact without any protection with secretions from the respiratory tract of a person who has been infected with COVID19 (such as being coughed on)
- being within a distance of up to two metres of a person who has been infected with COVID-19 for at least fifteen minutes

Guidelines and advice are available at:

[The Health Board's COVID-19-related publications and instructions](#)

[The advice of the Veterinary and Food Office to food business operators in connection with coronavirus](#)

[The Labour Inspectorate's advice to the employer and employee](#)

[The coronavirus crisis website of the Government of the Republic](#)