



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 though 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 always be organised by observing valid regulations and requirements which have been issued by the government of the republic of Estonia: it is necessary to implement such measures and restrictions in order to prevent the spread of COVID-19 (as published in the State Gazette).

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.
- 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-tuleb-teistest-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 must contact their family physician who will determine whether or not that person should be diagnosed with 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 that 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 regional department of the Health Board to identify the employee's work-related close contacts,* and to provide them with instructions for the further organisation of their work.
- 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 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 in their place of work within the period after the employee has become symptomatic or up until two days before they became symptomatic.* The employer must cooperate with the Health Board's appropriate regional department to determine close contacts.
- Close contacts must stay at home for a period of fourteen days,* and should monitor their health condition carefully. The duration of the required period of self-isolation by a close contact can be reduced by testing negative for SARS-CoV-2 at least ten days after having come into close contact with an individual who has tested positive for the virus.*
- Remaining employees may continue to carry out their daily duties, but should also keep an eye on their health.
- 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 fourteen 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

***CLOSE CONTACT IS CLASSIFIED 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



- after using the toilet
 - after blowing one's nose, sneezing, or coughing
 - after eating, drinking, or smoking
 - after handling cash
- 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](#)