



## Communicable disease-related advice to accommodation establishments

**Advice for the safe behaviour of the employees and guests of an accommodation establishment which helps to prevent the spread of infectious diseases.**

### General recommendations

- [It must be ensured that air which is mechanically supplied and removed in the form of a ventilation system is supplied through a system which is fully functional and which has been switched on.](#)
- The staff should be supplied with a collective means of protection and any personal protective equipment which may be required by them due to the nature of their work and based on a working environment risk analysis which has been carried out within the accommodation establishment in question. [Instructions can be found on the Health Board's website.](#)
- 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, handles tables, toilets, etc) must be cleaned frequently.
- [The advice of the Health Board in terms of cleaning and disinfection](#) should be followed.
- Any contaminated waste must be collected in plastic bags which can be sealed at the top and disposed of as mixed domestic waste.
- Work clothing must be washed regularly based on the organisation of work within the company. The contaminated clothing of any employee who has fallen ill and any contaminated clothing must be washed immediately. Clothing or other tools and equipment which are used at work should not be taken home if possible.
- Toilets must be equipped with plenty of soap and disposable towels for drying hands.
- Information must be displayed in visible places at the hotel reception and in all rooms which are used by guests in order to notify those guests that they should immediately contact their family physician or call the family physician advisory line (1220) if they fall ill. In critical circumstances, an ambulance should be called (112) or the individual should request assistance.

### Customers

- Hands must be washed regularly, especially before entering publicly-used rooms. Frequent hand-washing protects you and your loved ones from falling ill. Avoid touching your face with contaminated hands. [Instructions](#) which have been provided regarding the proper washing of hands must be followed. If it is not possible to wash one's hands then hands must be sanitised with a hand antiseptic and by following the relevant [instructions](#).
- If you sneeze or cough, cover your mouth and nose with a paper tissue, or with your arm or sleeve if a tissue is not available.
- Monitor your condition. If you develop any symptoms then you should remain in your room and contact the medical professional who is responsible for providing healthcare services within the accommodation establishment. If this is not possible then get in touch with your family physician or call the family physician advisory line (1120).
- Follow any instructions which are issued to you by the physician.
- If the physician requires you to self-isolate, notify the receptionist at the accommodation establishment in order to receive any room service which may be required under such circumstances.



- Any healthy individuals sharing the room with an individual who has fallen ill should minimise their contact with other people and always wear a mask in public places.
- Vaccination (if possible), social distancing on public premises, and wearing a mask, if possible, all help to slow down the spread of pathogens.

### Personnel

- Any employee who falls ill is 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.
- Any employee who falls ill at work must leave work immediately.
- Hands should be washed regularly. [Instructions](#) which have been provided regarding the washing of 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 relevant [instructions](#). Visibly dirty hands must always be washed.
- Vaccination (if possible), social distancing on public premises, and wearing a mask, if possible, all help to slow down the spread of pathogens.
- Any guest who has fallen ill should be advised by hotel staff to contact a physician.

**The following further precautions must be taken by the accommodation establishment if a guest is exhibiting symptoms:**

- Any guest who has fallen ill must be notified that they are required to remain in their room and should avoid contact with other people, while ensuring that they adhere to the principles of good hand hygiene.
- If possible, contactless room service should be provided to any guest who has fallen ill or the assistance of another individual staying in the room who has not fallen ill should be asked.
- Any healthy individuals who are sharing the room with an individual who has fallen ill should be approached as close contacts of an infected individual. They should minimise their contact with other people and wear a mask in public places.
- The number of employees should be minimised in terms of their coming into contact with any guest who has fallen ill.
- When the guest in question has departed the premises, any premises, surfaces, and objects which they may have used must be cleaned by using ordinary cleaning products and personal protective equipment.

#### HANDS MUST BE WASHED:

- before starting work
- before handling heat-treated or ready-made food
- after handling or preparing of food which was not heat-treated
- after handling waste
- after cleaning
- after using the toilet
- after blowing your nose, sneezing, or coughing
- after eating, drinking, or smoking
- after handling cash.