

COVID-19 Infection Prevention and Control
**Environmental Cleaning and
Disinfection for Quarantine
Hotels**

Version 1.2

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CLINICAL
EXCELLENCE
COMMISSION

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What is COVID-19

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases.

COVID-19 is a disease caused by a new form of coronavirus. It was first reported in December 2019 in Wuhan City, China.

What are the most common symptoms of COVID-19?

Symptoms of COVID-19 include:

- fever (37.5 °C or higher)
- cough
- sore throat
- shortness of breath (difficulty breathing)
- loss of taste
- loss of smell

Other symptoms of COVID-19 include fatigue, runny nose, muscle pain, joint pain, diarrhoea, nausea/vomiting, conjunctivitis, unexplained chest pain and loss of appetite.

The time between when a person is exposed to the virus and when symptoms first appear is usually 5 to 6 days, but ranges from 1 to 14 days. For this reason, people who may have been in contact with a person with COVID-19 are asked to self-isolate for 14 days. Even if you have a negative test during these 14 days, you must remain in self-isolation.

How is COVID-19 spread?

The virus can spread from person to person through:

- Close contact with a person who is infectious (including in the 48 hours before they develop any symptoms).
- From an infected person's mouth or nose in small liquid particles when they cough, sneeze, speak, sing or breathe heavily.
- Other people can catch COVID-19 when the virus gets into their mouth, nose or eyes, which is more likely to happen when people are in direct or close contact (less than 1 metre apart) with an infected person

If these virus particles land on surfaces (such as lift buttons, doorknobs, furniture, tables) they may be infectious for some time and can be picked up by someone touching these surfaces and objects and then touching their face/nose/eyes.

Transmission can occur more easily in the "Three C's":

- **C**rowded places with many people nearby
- **C**lose-contact settings, especially where people have conversations very near each other
- **C**onfined and enclosed spaces with poor ventilation.

The risk of COVID-19 spreading is higher in places where these "3Cs" overlap.

COVID-19 is a new infectious disease, so we do not have any immunity until vaccination is available. This means that COVID-19 is spread widely and quickly.

How to stop the spread of COVID-19?

| ADVICE | REASON |
|--|---|
| Stay 1.5m away from guests and other staff – known as physical distancing | Reduces the risk of coming into contact with infectious droplets |
| Wear a mask if you have to be within 1.5m of guests and staff | Protects you inhaling infectious droplets from those who are nearby you |
| Clean your hands regularly | Cleaning with soap and water or alcohol sanitizer will remove or kill virus on your hands |
| Wear personal protective equipment when cleaning | Reduces the risks of coming into contact with infectious droplets |
| Take care not to touch your face unless you have just cleaned your hands | Your hands can get contaminated with virus from surfaces and spread this to your nose and mouth |
| Cleaning to always follow the procedures below. | This ensures a clean is done as well as possible and protects staff and guests |

Why is Cleaning and Disinfection Important?

Cleaning and disinfection of quarantine hotels are very important to reduce:

- environmental contamination from this virus on furniture and fixtures within guest rooms and areas accessed by guests during their entry and exit
- transmission of the virus from furniture and fixtures to housekeeping and other staff working in the quarantine hotel.

Why is training and supervision important for housekeeping staff?

It is important that housekeeping staff understand how COVID-19 is transmitted and how the virus contaminates surfaces in quarantine hotels. The core components of training should include hand hygiene, using PPE correctly, cleaning and disinfection procedures, maintaining physical distancing and reporting issues immediately.

Supervision of new staff during their orientation period will ensure that they are performing cleaning and disinfection procedures correctly, wearing PPE to protect themselves, performing hand hygiene at the right times and removing PPE to prevent them contaminating themselves.

Ongoing supervision of housekeeping staff will ensure that high standards of cleaning and disinfection procedures are maintained, and staff infection prevention and control safety is prioritised.

Why should guests leave the air conditioning on when they leave?

Air conditioning replaces the air in the guest room with fresher air. It is called 'adequate air changes.' It takes approximately 40-90 minutes for all the air in the room to be replaced after the guest leaves the room. All guests should be reminded to leave the air conditioning on when they leave.

Recommendation: The Clinical Excellence Commission recommends resting the room for a minimum of 2 hours prior to cleaning to provide an added level of assurance to housekeeping staff.

Terms used in environmental cleaning in quarantine hotels

| Term | Meaning |
|---|--|
| Bio-mist/fogging | A bio-mist or fogging machine uses pressure to create a fine mist which is applied to surfaces that have already been cleaned, to sanitise/disinfect them. Usually leaves a wet surface that requires drying time. It is used as an addition to cleaning as virus can remain on surfaces for several days. |
| Cleaning | Cleaning means the physical removal of germs (bacteria, viruses etc), dirt and grime from surfaces using a detergent |
| Detergent | A detergent is a surfactant that breaks up germs, dirt and grime to bond it together in the cleaning cloth. |
| Disinfection | A disinfectant is a chemical that can kill germs on surfaces. They will only work on clean surfaces as germs in dirt and grime will stop the disinfectant working. |
| Hand hygiene | Hand hygiene is a way of cleaning our hands. It can be done with soap and water or rubbing with alcohol-based hand rubs. Hand hygiene substantially removes harmful germs from our hands and prevents the transfer of those germs to ourselves, surfaces and to other people. |
| High touch point cleaning | High touch point cleaning is any surface that is frequently touched by people. In a quarantine hotel, these can include lift buttons, tables/desks used to check in guests, pens, computers, door handles, light switches, toilet buttons, tap handles, chairs. |
| PPE | Personal Protective Equipment or PPE is protective clothing worn to protect the wearers skin, mucus membrane such as eyes, nose and mouth and clothing to ensure health and safety. |
| Resting of a room | When a room is vacated by a guest, hotels may choose to 'rest a room' for a period prior to cleaning and disinfection or after a bio-mist/fogging treatment. Resting a room means that the room remains vacant and no one should access the room during the period, particularly after a bio-mist/fogging treatment as it is a work health and safety risk being in contact with the chemical used. |
| Terminal, Deep Forensic or COVID clean | This is a thorough clean and disinfection procedure of all furniture and fixtures in a hotel room, after a quarantine guest has left. There are ten key (10) steps in the procedure: |

| Term | Meaning |
|----------------------------------|--|
| | <ol style="list-style-type: none"> 1. Clean your hands and put on your PPE (mask and gloves). Wear a gown or apron if there is blood or body substances on linen. 2. Empty fridge and remove any uneaten food and/or drink items 3. Empty bathroom of all waste, towels, unused toilet roll, toiletries 4. Remove all waste and linen 5. Any used kitchen items (cutlery, crockery, glasses) to be bagged and sent to kitchen for a dishwasher clean. Remove gloves, perform hand hygiene and put on new gloves. 6. Using new cleaning cloths, clean and disinfect all surfaces in the room – working from the outside of the room to the middle (bed area). Focus on frequently touched surfaces (phone, light switches, door handles, kettles, fridge door handle, power points, chairs, tables, remote controls,). Remove gloves, perform hand hygiene and put on new gloves. 7. Using new cleaning cloths, clean and disinfect all surfaces in the bathroom. Focus on frequently touched surfaces (light switch, taps handles, bench, toilet button, toilet seat, toilet roll holder). Remove gloves, perform hand hygiene. 8. Put on clean gloves to clean and disinfect cleaning equipment such as steam machine, vacuum cleaner, bucket etc. 9. Prepare the room for the next guest: Clean hands, keep the same mask and eye protection. Do not touch your face. Restock room/bathroom, make bed and any other items that are required in the room. No need for gloves to restock. Perform hand hygiene on leaving the room. Items for restocking to be kept outside of the room until required. 10. Report any issues that occur during the cleaning and disinfection of the room. |
| TGA approved disinfectant | These are disinfectants approved by the Australian Therapeutic Goods Administration (TGA) for use against COVID-19. They can be used as a disinfectant, following cleaning, to kill COVID-19. |

Should quarantine hotels use bio-mist/fogging treatments?

SafeWork Australia states:

1. Disinfectant fogging is not recommended for general use against COVID-19 and can introduce new work health and safety risks. Physically cleaning surfaces with detergent and warm water, followed by disinfecting with liquid disinfectant, is the best approach.
2. The chemicals used in fogging solutions also introduce work health and safety risks which must be managed. Chlorine and hydrogen peroxide-based products are highly irritating to the skin and eyes. Alcohol based products are highly flammable, which may lead to fire or explosion if an ignition source is present.
3. In all cases, sufficient time must be allowed following fogging for the chemicals to disperse to ensure that workers returning to the area to ensure they are not exposed to hazardous chemicals. If fogging is undertaken, it must only be performed by trained persons and using appropriate controls in accordance with the manufacturer's directions and always after cleaning. It should not be undertaken as a response to, or element of a response to contamination of an area with COVID-19.

Chemicals used in bio-mist/fogging machines can remain on hard and soft surfaces for up to 7 days. The health effects of exposure on the skin and people's eyes or mouth are unknown.

Recommendation: The Clinical Excellence Commission recommends that bio-mist/fogging treatments are not required when TGA have a list of approximately 117 listed disinfectants that will kill COVID-19 following a cleaning process.

Hotels have the option of continuing with the established bio-mist/fogging treatments or changing some of those established procedures.

Should quarantine hotels use steam cleaning?

Several quarantine hotels are using steam cleaning as part of their cleaning and disinfection program on soft furnishings, beds, curtains and pillows. Steam cleaning is recommended by SafeWork Australia for fabric surfaces and carpets. Fabric surfaces can include lounges, beds, pillows, curtains and chairs.

Recommendation: The Clinical Excellence Commission recommends that steam cleaning is an acceptable thermal disinfectant to use on soft furnishings, beds, curtains, pillows, chairs and carpets that are unable to be disinfected with chemical disinfectants for low risk rooms. Masks, protective eyewear and gloves must be worn.

For additional information on cleaning and disinfection, see [Appendix 1](#)

Cleaning and Disinfection: After a guest has completed their 14-day quarantine period

COVID-19 Transmission Risk level: **LOW**

| | Procedure - After a guest has completed their 14-day quarantine period with all tests negative | Comments |
|---|--|--|
| Air Conditioning | <ul style="list-style-type: none"> Air conditioner should remain on when the guest leaves | The air conditioner will remove and change the older air to fresher air within 90 minutes. A 2-hour timeframe can be used to enable an added level of assurance. |
| 'Resting of a room' | <ul style="list-style-type: none"> Room does not require resting | <p>Quarantine guests who leave after 14 days do not have COVID-19.</p> <p>They have undergone a minimum of two (2) tests and both tests have come back negative.</p> <p>After 14 days, the guest is no longer considered at risk of developing COVID-19.</p> |
| PPE | <ul style="list-style-type: none"> Perform hand hygiene Put on PPE (surgical mask, gloves) | <p>The mask can be worn for up to 4 hours if it is not touched, readjusted or removed for any reason.</p> <p>Hotels may choose for housekeeping staff to remove all PPE prior to entering another room. This is also acceptable.</p> |
| Removal of waste and linen (See Appendix 2) | <ul style="list-style-type: none"> Remove and bag waste (general waste) <ul style="list-style-type: none"> remove any unused food and drink from the room or fridge | <p>Hold linen away from the body.</p> <p>Handle linen gently.</p> |

| | Procedure - After a guest has completed their 14-day quarantine period with all tests negative | Comments |
|-----------------------|--|--|
| | <ul style="list-style-type: none"> ○ remove unused toilet paper, tissues and toiletries from the bathroom ● If provided to guests in the hotel, remove any kitchen items (crockery, cutlery, glasses) that will be reused, bag them and send them to the kitchen for cleaning in the dishwasher ● Remove and bag linen <ul style="list-style-type: none"> ○ bed linen ○ bathroom linen | <p>Linen bag to be tied/sealed and marked according to hotel procedures for quarantine rooms. Linen and waste procedures to be consistently managed for quarantine hotel guests to reduce the risk of error.</p> |
| PPE | <ul style="list-style-type: none"> ● Remove gloves and perform hand hygiene ● Put on new gloves | |
| Cleaning/Disinfection | <ul style="list-style-type: none"> ● Using new cleaning cloths, clean and disinfect all surfaces and furniture in the room – working from the outside of the room to the middle (bed area). ● Focus on frequently touched surfaces (phone, light switches, door handles, doors, kettles, fridge door handle, power points, chairs, tables, remote controls, tap handles). ● Remove gloves, perform hand hygiene and put on new gloves. ● Using new cleaning cloths, clean and disinfect all surfaces in the bathroom. ● Clean the toilet last | |

| | Procedure - After a guest has completed their 14-day quarantine period with all tests negative | Comments |
|---|--|--|
| | <ul style="list-style-type: none"> • Focus on frequently touched surfaces (light switch, taps handles, bench, toilet button, toilet seat, toilet roll holder). • Keep a waste bag to put all the cleaning cloths in after use. • Remove gloves, perform hand hygiene. • Place all PPE and cleaning cloths into a waste bag and clean hands | |
| Cleaning and disinfection of cleaning equipment | <ul style="list-style-type: none"> • Put on new pair of gloves to clean and disinfect cleaning equipment such as steam machine, vacuum cleaner and bucket. • Place cleaning cloths and gloves into the waste bag and tie it off or seal it. | <p>After every room clean</p> <p>Remove gloves and perform hand hygiene when cleaning and disinfection has been completed.</p> |
| Housekeeping trolleys | <ul style="list-style-type: none"> • Leave these outside the room. • Only take in what is required for each room | Remove gloves and perform hand hygiene when cleaning and disinfection has been completed. |
| Physical distancing | <ul style="list-style-type: none"> • If 2 staff are cleaning and disinfecting the room or taking away linen, waste and/or kitchen items, physical distancing to be practiced | |
| Reporting of issues or breaches in infection prevention and control | <ul style="list-style-type: none"> • A supervisor should be notified immediately if any issues or breaches occur | <p>Examples include:</p> <ol style="list-style-type: none"> 1. Accidentally removed mask with gloves on 2. Waste bag opened and spilled into corridor 3. Another staff member not wearing correct PPE |

| | Procedure - After a guest has completed their 14-day quarantine period with all tests negative | Comments |
|--|--|----------|
| Is bio-mist or fogging treatment recommended | Not recommended | |

Cleaning and Disinfection: After a guest has been transferred to a hospital due to medical condition - not COVID-19

COVID-19 Transmission Risk level: **MEDIUM**

| | Procedure - After a guest has been transferred to a hospital due to medical condition - not COVID-19 | Comments |
|---------------------|---|---|
| Air Conditioning | <ul style="list-style-type: none"> Air conditioner should remain on when the guest leaves | <p>The air conditioner will remove and change the older air to fresher air within 90 minutes.</p> <p>A 2-hour timeframe can be used to enable an added level of assurance before any entry is made to the room by staff for urgent maintenance or removal of waste/linen – if the air conditioner remains on when the guest leaves.</p> |
| 'Resting of a room' | <ul style="list-style-type: none"> Room not to be entered for 24 hours (if the air conditioner is NOT on) | <p>IF ROOM CLEANED AND DISINFECTED BY HOTEL STAFF</p> <p>If air conditioner not on, wait 24 hours, perform hand hygiene put on PPE (surgical mask and gloves) to turn on the air conditioner (using the remote control).</p> <p>PPE to be put on before opening the door and entering the room to turn on air conditioner.</p> <p>On exit, remove PPE outside of the room:</p> <ul style="list-style-type: none"> Gloves first and perform hand hygiene |

| | Procedure - After a guest has been transferred to a hospital due to medical condition - not COVID-19 | Comments |
|---|---|--|
| | | <ul style="list-style-type: none"> Remove surgical mask Perform hand hygiene <p>IF ROOM CLEANED BY AN EXTERNAL COMPANY</p> <p>Hotel staff do not enter the room before cleaning and disinfection occurs. The external cleaning company will specify the length of time to 'rest a room' prior to them entering.</p> |
| PPE | <ul style="list-style-type: none"> Perform hand hygiene Put on PPE (surgical mask, apron, gloves, protective eyewear) | <p>The mask can be worn for up to 4 hours if it is not touched, readjusted or removed for any reason.</p> <p>Hotels may choose for housekeeping staff to remove all PPE prior to entering another room. This is also acceptable.</p> |
| Removal of waste and linen (See Appendix 2) | <ul style="list-style-type: none"> Remove and bag waste (general waste) <ul style="list-style-type: none"> remove any unused food and drink from the room or fridge remove unused toilet paper, tissues and toiletries from the bathroom If provided to guests in the hotel, remove any kitchen items (crockery, cutlery, glasses) that will be reused, bag them and send them to the kitchen for cleaning in the dishwasher Remove and bag linen | <p>Hold linen away from the body.</p> <p>Handle linen gently.</p> <p>Linen bag to be tied/sealed and marked according to hotel procedures</p> |

| | Procedure - After a guest has been transferred to a hospital due to medical condition - not COVID-19 | Comments |
|-----------------------|---|-----------------|
| | <ul style="list-style-type: none"> ○ bed linen ○ bathroom linen | |
| PPE | <ul style="list-style-type: none"> ● Remove gloves and perform hand hygiene ● Put on new gloves | |
| Cleaning/Disinfection | <ul style="list-style-type: none"> ● Using new cleaning cloths, clean and disinfect all surfaces and furniture in the room – working from the outside of the room to the middle (bed area). ● Focus on frequently touched surfaces (phone, light switches, door handles, kettles, fridge door handle, power points, chairs, tables, remote controls, tap handles). ● Remove gloves, perform hand hygiene and put on new gloves. ● Using new cleaning cloths, clean and disinfect all surfaces in the bathroom. ● Clean the toilet last ● Focus on frequently touched surfaces (light switch, taps handles, bench, toilet button, toilet seat, toilet roll holder). ● Keep a waste bag to put all the cleaning cloths in after use. ● Remove gloves, perform hand hygiene. ● Place all PPE and cleaning cloths into a waste bag | |

| | Procedure - After a guest has been transferred to a hospital due to medical condition - not COVID-19 | Comments |
|---|---|--|
| Cleaning and disinfection of cleaning equipment | <ul style="list-style-type: none"> Put on clean gloves to clean and disinfect cleaning equipment such as steam machine, vacuum cleaner and bucket. Place cleaning cloths and gloves into the waste bag and tie it off or seal it. | <p>After every room clean</p> <p>Remove gloves and perform hand hygiene when cleaning and disinfection has been completed</p> |
| Housekeeping trolleys | <ul style="list-style-type: none"> Leave these outside the room. Only take in what is required for each room | Remove gloves and perform hand hygiene when cleaning and disinfection has been completed. |
| Physical distancing | <ul style="list-style-type: none"> If 2 staff are cleaning and disinfecting the room or taking away linen, waste and/or kitchen items, physical distancing to be practiced | |
| Reporting of issues or breaches in infection prevention and control | <ul style="list-style-type: none"> A supervisor should be notified immediately if any issues or breaches occur | <p>Examples include:</p> <ol style="list-style-type: none"> Accidentally removed mask with gloves on Guest left items or clothing in the room Guest bathroom stained with vomit and/or faeces |
| Is bio-mist or fogging treatment recommended | Not recommended. Only use if requested by the quarantine hotel. | |

Cleaning and Disinfection: Airline and Freight Crew Hotels

Airline or freight crew may be quarantine in the DESIGNATED airline crew hotel for a short period of time or for a defined quarantine period. All airline and freight require a COVID-19 screening test to be undertaken at the International Airport on arrival. They must remain in their room until they are ready to leave or until their mandated quarantine period is completed.

COVID-19 Transmission Risk level: **HIGH**

| | Procedure - After a TRANSIT guest has departed | Comments |
|---------------------|---|---|
| Air Conditioning | <ul style="list-style-type: none"> Air conditioner should remain on when the guest leaves | <p>The air conditioner will remove and change the older air to fresher air within 90 minutes.</p> <p>A 2-hour timeframe can be used to enable an added level of assurance before any entry is made to the room by staff for urgent maintenance or removal of waste/linen – if the air conditioner remains on when the guest leaves.</p> |
| 'Resting of a room' | <ul style="list-style-type: none"> Room not to be entered for 24 hours (if the air conditioner is NOT on) | <p>IF ROOM CLEANED AND DISINFECTED BY HOTEL STAFF</p> <p>If air conditioner not on, wait 24 hours, perform hand hygiene put on PPE (surgical mask and gloves) to turn on the air conditioner (using the remote control).</p> <p>PPE to be put on before opening the door and entering the room to turn on air conditioner.</p> <p>On exit, remove PPE outside of the room:</p> <ul style="list-style-type: none"> Gloves first and perform hand hygiene |

| | Procedure - After a TRANSIT guest has departed | Comments |
|---|--|--|
| | | <ul style="list-style-type: none"> Remove surgical mask Perform hand hygiene <p>IF ROOM CLEANED BY AN EXTERNAL COMPANY</p> <p>Hotel staff do not enter the room before cleaning and disinfection occurs. The external cleaning company will specify the length of time to 'rest a room' prior to them entering.</p> |
| PPE | <ul style="list-style-type: none"> Perform hand hygiene Put on PPE (surgical mask, apron, gloves, protective eyewear) | <p>The mask can be worn for up to 4 hours if it is not touched, readjusted or removed for any reason.</p> <p>Hotels may choose for housekeeping staff to remove all PPE prior to entering another room. This is also acceptable.</p> |
| Removal of waste and linen (See Appendix 2) | <ul style="list-style-type: none"> Remove and bag waste (general waste) <ul style="list-style-type: none"> remove any unused food and drink from the room or fridge remove unused toilet paper, tissues and toiletries from the bathroom If provided to guests in the hotel, remove any kitchen items (crockery, cutlery, glasses) that will be reused, bag them and send them to the kitchen for cleaning in the dishwasher Remove and bag linen <ul style="list-style-type: none"> bed linen | <p>Hold linen away from the body.</p> <p>Handle linen gently.</p> <p>Linen bag to be tied/sealed and marked according to hotel procedures</p> |

| | Procedure - After a TRANSIT guest has departed | Comments |
|---|---|------------------------|
| | <ul style="list-style-type: none"> ○ bathroom linen | |
| PPE | <ul style="list-style-type: none"> ● Remove gloves and perform hand hygiene ● Put on new gloves | |
| Cleaning/Disinfection | <ul style="list-style-type: none"> ● Using new cleaning cloths, clean and disinfect all surfaces and furniture in the room – working from the outside of the room to the middle (bed area). ● Focus on frequently touched surfaces (phone, light switches, door handles, kettles, fridge door handle, power points, chairs, tables, remote controls, tap handles). ● Remove gloves, perform hand hygiene and put on new gloves. ● Using new cleaning cloths, clean and disinfect all surfaces in the bathroom. ● Clean the toilet last ● Focus on frequently touched surfaces (light switch, taps handles, bench, toilet button, toilet seat, toilet roll holder). ● Keep a waste bag to put all the cleaning cloths in after use. ● Remove gloves, perform hand hygiene. ● Place all PPE and cleaning cloths into a waste bag | |
| Cleaning and disinfection of cleaning equipment | <ul style="list-style-type: none"> ● Put on clean gloves to clean and disinfect cleaning equipment such as steam machine, vacuum cleaner and bucket. | After every room clean |

| | Procedure - After a TRANSIT guest has departed | Comments |
|---|---|---|
| | <ul style="list-style-type: none"> Place cleaning cloths and gloves into the waste bag and tie it off or seal it. | |
| Housekeeping trolleys | <ul style="list-style-type: none"> Leave these outside the room. Only take in what is required for each room | Remove gloves and perform hand hygiene when cleaning and disinfection has been completed. |
| Physical distancing | <ul style="list-style-type: none"> If 2 staff are cleaning and disinfecting the room or taking away linen, waste and/or kitchen items, physical distancing to be practiced | |
| Reporting of issues or breaches in infection prevention and control | <ul style="list-style-type: none"> A supervisor should be notified immediately if any issues or breaches occur | <p>Examples include:</p> <ol style="list-style-type: none"> 1. Accidentally removed mask with gloves on 2. Guest left items or clothing in the room 3. Guest observed coughing a lot and looked unwell |
| Is bio-mist or fogging treatment recommended | Not recommended. Only use if requested by the quarantine hotel. | |

Cleaning and Disinfection: After a guest has been transferred to the Special Health Accommodation or hospital as they have been diagnosed with COVID-19

COVID-19 Transmission Risk level: **HIGH**

| | Procedure - After a guest has been transferred to the Special Health Accommodation or hospital as they have been diagnosed with COVID-19 | Comments |
|---------------------|--|---|
| Air Conditioning | <ul style="list-style-type: none"> Air conditioner should remain on when the guest leaves | <p>The air conditioner will remove and change the older air to fresher air within 90 minutes.</p> <p>A 2-hour timeframe can be used to enable an added level of assurance before any entry is made to the room by staff for urgent maintenance or removal of waste/linen – if the air conditioner remains on when the guest leaves.</p> |
| 'Resting of a room' | <ul style="list-style-type: none"> Room not to be entered for 24 hours (if the air conditioner is NOT on) | <p>IF ROOM CLEANED AND DISINFECTED BY HOTEL STAFF</p> <p>If air conditioner not on, wait 24 hours, perform hand hygiene put on PPE (surgical mask and gloves) to turn on the air conditioner (using the remote control).</p> <p>PPE to be put on before opening the door and entering the room to turn on air conditioner.</p> <p>On exit, remove PPE outside of the room:</p> <ul style="list-style-type: none"> Gloves first and perform hand hygiene |

| | Procedure - After a guest has been transferred to the Special Health Accommodation or hospital as they have been diagnosed with COVID-19 | Comments |
|---|---|--|
| | | <ul style="list-style-type: none"> Remove surgical mask Perform hand hygiene <p>IF ROOM CLEANED BY AN EXTERNAL COMPANY</p> <p>Hotel staff do not enter the room before cleaning and disinfection occurs. The external cleaning company will specify the length of time to 'rest a room' prior to them entering.</p> |
| PPE | <ul style="list-style-type: none"> Perform hand hygiene Put on PPE (surgical mask, apron, gloves, protective eyewear) | <p>The mask can be worn when cleaning quarantine rooms for up to 4 hours if it is not touched, readjusted or removed for any reason.</p> <p>Hotels may choose for housekeeping staff to remove all PPE prior to entering another room. This is also acceptable.</p> |
| Removal of waste and linen (See Appendix 2) | <ul style="list-style-type: none"> Remove and bag waste (general waste) <ul style="list-style-type: none"> remove any unused food and drink from the room or fridge remove unused toilet paper, tissues and toiletries from the bathroom If provided to guests in the hotel, remove any kitchen items (crockery, cutlery, glasses) that will be reused, bag them and send them to the kitchen for cleaning in the dishwasher | <p>Hold linen away from the body.</p> <p>Handle linen gently.</p> <p>Linen bag to be tied/sealed and marked according to hotel procedures</p> |

| | Procedure - After a guest has been transferred to the Special Health Accommodation or hospital as they have been diagnosed with COVID-19 | Comments |
|-----------------------|---|-----------------|
| | <ul style="list-style-type: none"> • Remove and bag linen <ul style="list-style-type: none"> ○ bed linen ○ bathroom linen | |
| PPE | <ul style="list-style-type: none"> • Remove gloves and perform hand hygiene • Put on new gloves | |
| Cleaning/Disinfection | <ul style="list-style-type: none"> • Using new cleaning cloths, clean and disinfect all surfaces and furniture in the room – working from the outside of the room to the middle (bed area). • Focus on frequently touched surfaces (phone, light switches, door handles, kettles, fridge door handle, power points, chairs, tables, remote controls, tap handles). • Remove gloves, perform hand hygiene and put on new gloves. • Using new cleaning cloths, clean and disinfect all surfaces in the bathroom. • Clean the toilet last • Focus on frequently touched surfaces (light switch, taps handles, bench, toilet button, toilet seat, toilet roll holder). • Keep a waste bag to put all the cleaning cloths in after use. • Remove gloves and apron, perform hand hygiene. | |

| | Procedure - After a guest has been transferred to the Special Health Accommodation or hospital as they have been diagnosed with COVID-19 | Comments |
|---|---|--|
| | <ul style="list-style-type: none"> Place all PPE and cleaning cloths into a waste bag | |
| Cleaning and disinfection of cleaning equipment | <ul style="list-style-type: none"> Put on clean gloves to clean and disinfect cleaning equipment such as steam machine, vacuum cleaner and bucket. Place cleaning cloths and gloves into the waste bag and tie it off or seal it. | After every room clean |
| Housekeeping trolleys | <ul style="list-style-type: none"> Leave these outside the room. Only take in what is required for each room | Remove gloves and perform hand hygiene when cleaning and disinfection has been completed. |
| Physical distancing | <ul style="list-style-type: none"> If 2 staff are cleaning and disinfecting the room or taking away linen, waste and/or kitchen items, physical distancing to be practiced | |
| Reporting of issues or breaches in infection prevention and control | <ul style="list-style-type: none"> A supervisor should be notified immediately if any issues or breaches occur | <p>Examples include:</p> <ol style="list-style-type: none"> Accidentally removed mask with gloves on Bio-mist or fogging caused eye irritation or coughing Guest left items or clothing in the room |
| Is bio-mist or fogging treatment recommended | Not recommended. Only use if requested by the quarantine hotel. | |

Appendix 1: Additional information

| Issue | Procedure |
|---|---|
| <p>What to do if there are body fluids in rooms and/or bathrooms?</p> | <p>Housekeeping staff will be required to wear PPE to protect them coming into contact with the body fluid. Body fluids can include vomit, urine, faeces, sputum, blood.</p> <p>PPE should include:</p> <ul style="list-style-type: none"> Surgical mask Protective eyewear – if potential splash to the face Apron or gown – if potential contamination of uniform or clothes Disposable gloves <p>Any body fluid should be removed first with disposable paper towels or cloth. Place in a waste bag.</p> <p>Clean the area with detergent followed by a disinfectant. Cloths used should be disposable and put into the waste when cleaning has been completed.</p> <p>If the body fluid is on soft furnishings, bed, carpet or chairs, cleaning with a detergent should occur. The soft furnishing should be assessed to determine if the body fluid has seeped into deeper surfaces and will not be removed with usual cleaning and disinfection (chemical or steam) practices. The soft furnishing may require a professional clean or disposal.</p> <p>If housekeeping staff have an accidental exposure to the body fluid on their skin, it should be cleaned with soap and water, and reported to the manager immediately.</p> |
| <p>Air conditioning</p> | <p>Cleaning of air conditioning units.</p> <p>Split systems: this type of system recirculates the air within the hotel room so the transmission risk is low. The external parts of the air conditioning unit to be cleaned and disinfected during the cleaning of the room. The filters within the air conditioner should be changed if a guest is diagnosed with COVID-19.</p> <p>Individual room-based coil unit with ducted outside air: outside air from a centralised system will be ducted to each fan coil. The ductwork systems are positively pressurised so there is a low risk for contamination. The external parts of the air conditioning unit to be cleaned and disinfected during the cleaning of the room. The filters within the air conditioner should be changed when required.</p> |
| <p>Ad hoc maintenance</p> | <p>Repairs should ideally wait until the guest leaves the room. If cleaning is required, following a maintenance issue, options such as relocating the guest should be considered. Cleaning may be required due to a water leak</p> |

| Issue | Procedure |
|-----------------------|--|
| | flooding a room. The cleaning of the room should be treated as medium transmission risk cleaning and disinfection. |
| Other equipment | Any additional equipment required by a guest such as a shower chair should be cleaned and disinfected the same as room surfaces. |
| Hire equipment eg gym | Should be cleaned and disinfected the same as room surfaces. |

Appendix 2: Linen Management

Principles for handling, transporting and storing linen in quarantine hotels

Clean linen is to be stored:

- in a clean, dry place that prevents inadvertent handling, contamination by aerosols, dust, moisture or vermin and other used or contaminated items during sorting, packaging, transport and storage
- on clean, washable shelves and, if necessary, wrapped or covered in a protective covering
- physically separately from used linen
- in a manner that will allow stock rotation

Clean linen should not be stored in or near places where there is a potential for moisture contamination.

During transport within the hotel or to the outsourced laundry, clean linen should be protected from the elements or potential environmental contaminants (e.g. covered trolleys).

Clean linen and used linen are not be transported together unless separated by a suitable barrier.

Principles for handling linen

- handle used laundry with minimum shaking/agitation to avoid contamination of the air, surfaces and persons (e.g., roll up gently)
- used, used or wet linen should be placed into appropriate laundry receptacle/plastic bag at the point of generation; water-soluble bags and/or plastic bag may be recommended by the hotel or outsourced laundry service to reduce handling
- clear leak-proof plastic bags are to be used to contain linen that is heavily used with blood, other body substances or other fluids (including wet with water)
- linen bags should be tied securely and not be filled completely as this will increase the risk of rupture in transit and injury to laundry staff
- reusable linen bags must be laundered before re-use. Some hotels may use these for collection of guest laundry, that has been placed in a water-soluble bag, to transport to outsourced laundry service
- hand hygiene must be performed following the removal of gloves from the handling of used linen

Transport of linen

- laundry carts or hampers used to collect, or transport used linen do not need to be covered
- containers (including carts, bags, and plastic bins) for collecting, storing, or transporting used linen should be waterproof, leak-proof, nonporous, and in good repair. It is to be decontaminated (cleaned/disinfected) after use.
- the vehicles which transport linen to and from the outsourced laundry service should be clean.
- used and clean textiles should not be transported in the same vehicle, unless they are separated by a suitable physical barrier e.g. containers with suitable closures, moisture impermeable bags that would prevent contamination between the used and clean linen. If a compartment has carried used laundry, that compartment should be thoroughly cleaned before it is used to carry clean linen

- linen bags should be held away from the body to avoid potential risks of contamination
- handling of personal laundry for guests are to use the same principles for bagging, handling, transport and washing to be the same as those principles for quarantine hotel linen

References

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6. <https://www.health.nsw.gov.au/Infectious/covid-19/Pages/hotels-accommodation.aspx>
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