



Regional Public Health

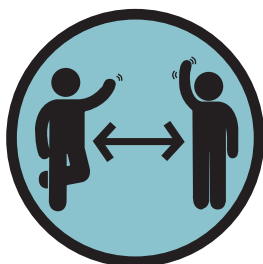
HAUORA Ā IWI KI TE ŪPOKO ● O TE IKA A MĀUI
Better health for the greater Wellington region

COVID-19: Guidance for operators of shared accommodation facilities

Version 2 | June 2020



Help prevent the spread of **COVID-19**



Practice physical distancing according to the government advice for each alert level



Wash hands often and thoroughly with soap and water, then dry



Cough and sneeze into your elbow



Regularly clean common contact surfaces such as tables, door handles, etc.



Keep a daily record of who visits the facility as you may be required to report back for contact tracing



It is recommended that your business displays a QR code to help the public trace their movements.

Management should provide information and brief all employees and contractors, including domestic and cleaning staff, on relevant information and procedures to prevent the spread of illness.

Keep staff away if:



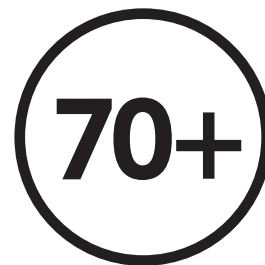
They show any sign of illness indicating they're feeling unwell



They have been in close contact with a confirmed case of COVID-19 in the last 14 days (they must isolate themselves for 14 days after the date of last contact with the confirmed case)



They have underlying health conditions that could place them at severe risk if contract COVID-19 (at alert level 4 only)



If they are over the age of 70, to protect themselves (at alert level 4 only)

They should work with their GP or specialist to help understand their own level of risk (at alert level 1-3).

Cleaning and disinfection



Clean high touch surfaces and objects often

Use soap and water or another detergent. Then use a disinfectant.

- Household bleach is capable of killing viruses. Dilute supermarket bleach (sodium hypochlorite) - 1/4 cup of bleach in 10 litres of water, or 2 tsp in 1 litre of water.
- To be effective it requires a contact time, so allow the diluted bleach solution to sit on surfaces as long as you can.
- **Scale up cleaning** depending on occupancy rates and alert levels



Use gloves when cleaning

Always wear disposable gloves when cleaning. When finished, place used gloves in a rubbish bin. Wash your hands immediately after removing gloves.



Use separate cloths of a different colour

for cleaning higher risk areas such as toilet and bathroom areas, and restrict their use to these areas only.



Discard or soak mop heads after use

If discarding, do so in a biohazard bag. If soaking, do so in a bleach solution and then hot laundry.



Cleaning communal areas and rooms

- **Scale up the frequency of cleaning in regularly used areas** such as kitchen, toilet and bathroom areas.
- **Clean high touch surfaces and objects** such as desks, counters, table tops, telephones, bedside tables, light switches, door handles, banisters, keyboards at least twice daily with antiseptic wipes or disinfectant, including bleach solutions.
- **Clean floors with disinfectant or bleach solution.**
- **Wash items such as dishes, drinking glasses, cups and eating utensils in the dishwasher** (using a commercial cleaner if you have one) or use soap/detergent and hot water to wash them thoroughly.
- **Soft furnishings can be steam cleaned.** Please note: DO NOT use bleach on soft furnishing.



Laundry

- **Wash hands before and after handling dirty laundry.**
- **Wear disposable gloves while handling soiled items.** Wash hands immediately after removing gloves or after handling these items.
- **Do not shake dirty laundry** as this will minimize the risk of dispersing the virus through the air.
- **Wash laundry items** such as bedding, towels, tea towels, cushion covers and other fabrics and then thoroughly dry outside or with a clothes dryer.
- **Launder items as appropriate in accordance with the manufacturer's instructions.**
If possible, launder items using the warmest appropriate water setting for the items and dry items completely. (Dirty laundry from an ill person can be washed with other people's items).
- **Clean and disinfect clothes hampers** according to guidance above for surfaces and materials. If possible, consider placing a bag liner that is either disposable (can be thrown away) or can be laundered.

A guide to Personal Protective Equipment (PPE)



If your guests are well

your normal cleaning procedures and PPE are appropriate.



If you have guests displaying COVID-19 symptoms

Staff should wear nitrile gloves, surgical masks and aprons while cleaning.



Ministry of Health link for Personal Protective Equipment

Requirement for non-health workers can be found here:

<https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus/covid-19-information-specific-audiences/covid-19-personal-protective-equipment-workers>



Always wear disposable gloves while cleaning

When finished, place used gloves in a rubbish bin. Wash your hands immediately after handling these items.



Cleaning product labels contain instructions

for safe and effective use of wearing gloves or aprons while using and applying cleaning product.

Management of guests



As an accommodation provider you should:

- **Provide written information to guests** explaining the procedures that will apply in your facility (i.e. number of people allowed in the shared amenities at one time. Keeping in mind the current physical distancing rules).
- **Support guests to recognise COVID-19 symptoms and report them as appropriate:** those who have developed any symptoms should phone the Healthline 0800 358 5453, their GP and Regional Public Health so we can be aware in the first instance.
- **Put in place communication strategies** to ensure guests and staff are kept informed.
- **Identify a liaison person(s)** to lead communication with the local health authorities.



Supporting guests who become ill

- **If a person becomes unwell and displaying COVID-19 symptoms, they should contact Healthline on 0800 358 5453** or call their GP before they visit. Please phone Regional Public Health on 04 5709002 and ask to speak to a Health Protection Officer so that we can help manage any health risks.
- **Staff should avoid contact with guests who become unwell with COVID-19 symptoms.**
- **Consider how you can manage a person unwell with COVID-19 symptoms in the short term** e.g. designated toilet, additional cleaning, delivery of food to their room.



Managing communal facilities for staff and guests

At alert level 3 & 4:

- **Common social and recreation areas to be closed under Level 4.** Contact to be maintained only with people staying in the same room.
- **Limiting, or if possible eliminating physical interaction between staff and guests** for example through physical distancing, split shifts, staggered meal breaks and flexible working arrangements.
- **Limiting, or if possible eliminating physical interaction with and between guests** for example through online or phone orders, contactless delivery or managed entry (while also avoiding crowding outside), and physical distancing both inside and outside the premises.
- In the case of **kitchen, dining, bathroom and laundry facilities you may choose to allocate times for guests to use them.** Hygiene expectations should be made very clear.



Taking care of mental wellbeing

We are in uncertain and unprecedented times, and everyone will respond differently to how COVID-19 is impacting them. It's important not only to look after our physical health but also look after our mental health at the same time. Advice on ways to look after your mental wellbeing is provided on the Ministry of Health website: www.health.govt.nz/covid19-mental-wellbeing.