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Department for Health and Wellbeing  
CDCB COVID Operations

# Accommodation Services (Including Medi-Hotels)

## Local Direction

Infection Control Service

Local Direction 2.1

Version 2.0



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of South Australia

SA Health

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## Table of Contents

<b>1. Introduction</b> .....	<b>4</b>
<b>2. Scope</b> .....	<b>4</b>
<b>3. What Does ‘Isolation’ and ‘Quarantine’ Mean?</b> .....	<b>5</b>
<b>4. Use of Personal Protective Equipment (PPE)</b> .....	<b>5</b>
<b>5. Infection Risk by Area and Zone Designation</b> .....	<b>5</b>
<b>6. Care of Workers</b> .....	<b>6</b>
<b>7. Privacy</b> .....	<b>7</b>
<b>8. Concern for the Health and Wellbeing of a Guest</b> .....	<b>7</b>
<b>9. Concern a Guest is Not Complying with Isolation or Quarantine</b> .....	<b>7</b>
<b>10. Food Delivery Services</b> .....	<b>7</b>
<b>11. Alcohol-Based Hand Sanitisers</b> .....	<b>7</b>
<b>12. Room Preparation for Isolation</b> .....	<b>8</b>
<b>13. Cleaning Guidelines</b> .....	<b>8</b>
13.1. Recommended disinfectants.....	9
13.2. Steps for cleaning and disinfection.....	9
13.2.1. Personal Protective Equipment (PPE).....	9
13.2.2. Cleaning Equipment.....	10
13.2.3. Disinfection of Frequently Touched Surfaces.....	10
13.2.4. Food Trays, Dishes and Cutlery.....	11
13.2.5. Upholstery, Soft Furnishings and Carpets.....	11
13.2.6. Used Linen and Towels.....	11
13.2.7. Heating, Cooling and Air-Conditioning (HVAC).....	12
13.2.8. Post Cleaning.....	12
<b>14. Cleaning of Public and Communal Areas</b> .....	<b>12</b>
<b>15. Body Fluid Spills (All Areas)</b> .....	<b>13</b>
<b>16. Waste Disposal, Including Personal Protective Equipment (PPE)</b> .....	<b>13</b>
<b>17. Housekeeping Trolleys</b> .....	<b>13</b>
<b>18. Clean Linen Storage</b> .....	<b>14</b>
<b>19. Resources</b> .....	<b>14</b>
<b>20. Appendix</b> .....	<b>15</b>
<b>A SA Health Medi-Hotel Environmental Terminal Cleaning Checklist</b> .....	<b>15</b>

## 1. Introduction

Medi-Hotels are to refer to their own local policies and procedures along with guidance provided by SA Health. For terminal cleaning post checkout of person diagnosed with COVID-19, an example checklist of key actions is provided in [Appendix A: SA Health Medi-Hotel Environmental Terminal Cleaning Checklist](#). Cleaning is to be performed by an external provider specialising in terminal cleaning. Also refer to the [SafeWork SA Coronavirus \(COVID-19\) webpage](#) and [SA Health Cleaning standards](#) for further information.

Accommodation for people requiring isolation and or quarantine may be provided in a variety of settings including dedicated Medi-Hotels or other dedicated isolation facilities. All isolation and quarantine facilities should be risk assessed prior to commencement of use and have ongoing quality assurance checks.

Controlling exposure to hazards such as COVID-19 in isolation and quarantine facilities is fundamental to worker and guest safety. The implementation of a [hierarchy of controls](#) is recommended to control exposure and transmission. Controls include engineering controls (e.g. adequate ventilation and air flows), administrative controls (e.g. designation of “red” and “green” zones, use of signage) and personal protective equipment (PPE). For an explanation of zone designations see [Table 1](#).

All workers present in isolation and quarantine facilities must be educated and trained in the correct use of PPE.

As per current National recommendations, people using Particulate Filter Respirators (PFR) must be trained in the correct use (donning and doffing) and at a minimum be able to perform a successful fit check. The [SA Health Respiratory Protection Against Airborne Infectious Diseases Clinical Guideline](#) requires clinical staff in high risk situations to undergo [fit testing](#) to identify the most suitable PFR for their use.

## 2. Scope

This information on environmental management is for accommodation service providers who have guests in isolation or quarantine due to potential COVID-19 exposure. This is an important service for the community. The information in this Local Direction fact sheet will help to ensure workers, guests and the South Australian public remain safe and well.

### 3. What Does 'Isolation' and 'Quarantine' Mean?

People may be directed to **quarantine** if they have recently arrived or returned from overseas, interstate travel, cruise ships, or they have been identified as a close contact of a person diagnosed with COVID-19. These people are required to stay quarantined for a period of 14 days, except for emergencies or when seeking medical care. They are provided with information on what they can and cannot do. This information can be found on the [SA Health COVID-19 information](#) web page.

**Isolation** in Medi-Hotels applies to those people who have been diagnosed as COVID-19 positive or require quarantine as per current [directions](#). Other approved hotels may also provide accommodation for people who are suspected of having COVID-19 and are unable to isolate safely at their home.

Guidance for people in isolation and quarantine can be found in [Self-isolation and self-quarantine advice for COVID-19](#) and [Face masks](#). People in isolation or quarantine must wear a surgical mask if leaving their room or opening their room door for any approved reason – this includes when putting out used linen, or waste, or collecting food or clean linen from the doorway.

Face-to-face interactions between guests and Medi-Hotel workers or others is not recommended unless deemed necessary. In such circumstances workers must wear appropriate PPE and maintain at least 1.5 metres physical distance from guests at all times (see section on PPE use below)

Travellers/guests are provided with written instructions in their arrivals pack directing them to stay in their allotted accommodation at all times and not to leave the room, except to seek urgent medical attention. Visitors are not allowed inside the accommodation

### 4. Use of Personal Protective Equipment (PPE)

In dedicated COVID-19 positive Medi-Hotels, all workers (including nursing and non-healthcare workers) who are required to work in orange and red zones (see table below) are required to wear a PFR (P2/N95 respirator or equivalent). Workers using PFRs must be educated and trained in their correct use and must be proficient in performing a fit check every time a PFR is put on. Some workers in higher risk settings and roles will also be required to be fit tested to identify the specific PFR for their use. Fit testing requirements will be directed by WH&S requirements and national guidelines.

**Fit check:** a procedure that must be performed every time a PFR (P2/N95 respirator or equivalent) is used to ensure it is properly applied. This includes exhaling and inhaling once a PFR is applied to check the seal. If leaks are detected, then the respirator must be readjusted and re fit checked.

**Fit test:** a validated method that determines the brand and size of PFR most suited to the individual's face. Fit testing requirements will be directed by WH&S requirements and national/state guidelines.

For information regarding who is required to be fit tested under current SA Health recommendations see current [SA Health PPE advice](#) and the [Department of Health Guidelines](#).

### 5. Infection Risk by Area and Zone Designation

In Medi-Hotels or other quarantine facilities, a colour coding signage system is used in the various areas of the facility to indicate the level of risk of exposure and the PPE required by workers. These areas are subject to change based on local risk assessment. Table 1 is a guide to zone designation only and workers should refer to each facility's signage and local policy.

**Table 1: Zones in Medi-Hotels, Isolation and Quarantine Facilities**

<b>ZONE</b>	<b>RISK by area/location</b>	<b>Worker PPE minimum requirements (also refer to local policy and procedures)</b>	<b>Dedicated COVID Positive Facility Worker PPE minimum requirements (also refer to local policy and procedures)</b>
GREEN	Low E.g. office areas, non-public or non-guest facing areas, staff hubs.	Surgical mask Other PPE may be required as per risk assessment and clinical requirements (standard precautions)	Surgical mask Other PPE may be required as per risk assessment and clinical requirements (standard precautions)
ORANGE	Moderate E.g. guest facing areas with limited guest contact (when not checking in or checking out guests), lifts, waste areas and other areas as identified.	Surgical mask Eye protection (safety glasses or goggles or face shield) Other PPE as per risk assessment – note additional PPE such as a gown may be required if staff members are closer than 1.5m to a guest.	PFR (P2/N95 or equivalent). (PFRs must be fit checked each time they are put on^) Eye protection (safety glasses or goggles or face shield) Other PPE as per risk assessment – note additional PPE such as a gown may be required if staff members are closer than 1.5 m to a guest.
RED	High E.g. guest rooms, swabbing areas, active arrival and departure areas in medi-hotels, and other areas as identified.	Surgical mask OR Nursing staff undertaking AGPs or specimen collection - PFR (P2/N95 or equivalent). PFRs must be fit checked each time they are put on^. AND eye protection (safety glasses or goggles or a face shield) AND gloves AND gown (also refer to local risk assessment as may not be indicated if staff member can maintain greater than 1.5m from guests)	PFR (P2/N95 or equivalent). (PFRs must be fit checked each time they are put on^.) AND eye protection (safety glasses or goggles or a face shield) AND gloves AND gown (also refer to local risk assessment as may not be indicated if staff member can maintain greater than 1.5m from guests)

*^Workers using PFRs must be educated and trained in their correct use and must be proficient in performing a fit check every time a PFR is put on.*

**Note: strict adherence to hand hygiene must be followed by all workers regardless of which zone they are present in.**

## 6. Care of Workers

Hotel management should provide education and support to all workers and seek assistance from SA Health if there are concerns. Workers should be made aware of the symptoms of COVID-19 and know what to do if they develop any of these symptoms.

Advice is available via the [SA Health COVID-19 information web page](#) or via the SA COVID-19 Information Line on 1800 253 787.

## 7. Privacy

Individuals in isolation or quarantine maintain their rights to privacy and protection of their personal health information. After discussion with the public health authorities, health information should only be disclosed on a need-to-know basis, and only with those workers directly involved with assisting isolation. In practice this may include cleaners of the guest's room post check out or relevant laundry and catering workers.

## 8. Concern for the Health and Wellbeing of a Guest

Your guests will have been provided with advice on what to do if they develop symptoms of COVID-19 or if their symptoms worsen.

If the guest has serious symptoms such as difficulty breathing or you are worried about their health, call 000 and ask for an ambulance. You will need to advise the call taker and paramedics if the guest is in isolation/quarantine. If you are unable to contact a guest by phone, and do not receive a verbal response when knocking on the door, you should also call 000.

For further information on COVID-19 please call the SA COVID-19 Information Line on 1800 253 787.

## 9. Concern a Guest is Not Complying with Isolation or Quarantine

If you are concerned that your guest is not being compliant with isolation or quarantine requirements, contact South Australian Police (SAPOL) on 131 444.

## 10. Food Delivery Services

Hotel and other food service providers should be advised to only deliver food and drink orders to the reception area and for reception/concierge staff to leave these outside the guest's room.

Where there are no reception/concierge staff available, food orders can be left outside the quarantined/isolated person's room door by the person delivering the food (excludes Medi-Hotels – refer to local policy/procedures).

The person delivering the food/drink should knock on the guests' door and then leave. NO face-to-face interaction or exchanging of money or payment is to occur.

Delivery persons are to check in to the facility using the COVID SAfe Check-In QR code prior to entering and perform hand hygiene on entry and when leaving the facility.

## 11. Alcohol-Based Hand Sanitisers

Alcohol-based hand sanitisers should be placed beside common entries, exits and frequently touched points, for example beside lifts, stairwells, doors, and front reception desks. Refer to the information on the [SA Health Hand hygiene web page](#) for information on how to perform proper hand hygiene using alcohol-based hand sanitisers.

## 12. Room Preparation for Isolation

You should consider the following when preparing a room that will be used for isolation:

- > Prior to room occupancy, remove unnecessary items that may be difficult to clean and disinfect e.g. non fixed soft furnishings, cushions, bed throws, ironing boards/irons, robes, paper items such as compendiums and any other non-essential items.
- > Room cleaning products are to be placed in the room for guests to clean their own room during their stay; avoid providing guests with multiple-use vacuum cleaners during their stay. Provide alternatives such as a disposable dustpan and brush.
- > Provide masks for use by the guest during any period when another person must enter their room (see cleaning guidelines below) or the guest needs to leave their room e.g. evacuation.
- > Additional coffee, tea and fresh milk supplies to be placed in the room.
- > Modified room service list and/or food delivery options to be placed in room.
- > 14 rubbish bags to be placed in room to allow for bagging of waste and placing outside room door as per Medi-Hotel schedule in welcome pack. Provide yellow clinical waste bags for any **clinical waste** items (e.g. PPE) for confirmed cases).
- > Sufficient soluble linen bags should be provided to guests for linen and towel changes to occur as per Medi-Hotel schedule in welcome pack.
- > For more information see [SA Health COVID business and industry](#) web page.

## 13. Cleaning Guidelines

The person in isolation or quarantine should clean their own room if they are able to. It is recommended that no routine housekeeping services are to be performed in a guest's room while it is occupied.

If housekeeping services workers are required to enter a room of a quarantine guest for safety reasons, this must be risk assessed and approval granted by the Medi-Hotel RRNMS/accommodation provider manager. Cleaning of guest rooms should not take place while the guest is present. The cleaning frequency of rooms may be deferred until the end of the quarantine/isolation period.

Ideally, assign one person who is in good health and has no underlying chronic medical conditions or immune-compromising conditions to undertake cleaning.

Cleaning and housekeeping workers must be trained in:

- > [Correct use of PPE](#)
- > Basic infection prevention and control including:
  - hand hygiene
  - how to manage waste and linen, and
  - processes to avoid cross contamination from cleaning processes or equipment.

Fluorescent gel marking can be considered to evaluate cleaning outcomes. The fluorescent markings can be placed on high touch surfaces and then be detected using UV flashlights if not removed as part of routine cleaning.

Medi-Hotels should also refer to their local policies and procedures. Also refer to guidance provided by [SA Health](#) and [SafeWork SA](#).

It is recommended that terminal (check-out) cleans are only performed during business hours. External door handles on guest doors are to be cleaned at least twice daily.



The following cleaning guidelines apply to the terminal (check-out) cleaning of rooms that have housed people who have tested positive to the COVID-19 virus. Rooms occupied by persons who have not tested positive and have been released from quarantine can be cleaned using usual cleaning procedures.

### 13.1. Recommended disinfectants

Coronaviruses are killed by a number of chemical detergent/disinfectants readily available from consumer and commercial sources, and likely to be used already by hotels. Examples of appropriate disinfectants are:

- > Any disinfectant that is listed by the Therapeutic Goods Administration as having activity against coronavirus, or other [TGA listed disinfectant](#) with proven antiviral activity is suitable for COVID-19.
- > Sodium hypochlorite at 1000ppm (e.g. a 1 in 50 dilution of household bleach) can be used on non-metallic surfaces. Note that bleach solutions should be used in a well-ventilated area, and protective clothing used when making up solutions. Do not mix bleach solutions with any other chemicals. Refer to the [SA Health Environmental hygiene in healthcare fact sheet](#).
- > For disinfection of electronic equipment and computer touch screens etc. an alcohol wipe containing 60-80% alcohol is generally suitable but refer to the manufacturer's recommendations for cleaning these items.

### 13.2. Steps for cleaning and disinfection

Once a room has been vacated by a **suspected or confirmed COVID-19 case** who has been in quarantine/isolation, no waiting time is required before the room can be cleaned. Recommended PPE must be worn as outlined below.

After cleaning and disinfection, the room may need to be left vacant for 24 hours or more to allow for adequate drying time, especially if steam cleaning of soft furnishings and upholstery is required.

All cleaning and disinfection tasks including vacuuming should be completed, PPE removed, and hand hygiene performed prior to room being made up for the next guest. Consider allocating two staff members to terminal room cleaning. One staff member dedicated to cleaning and management of waste and linen, and the other dedicated to making the room up.

Cleaning and disinfecting are two different processes:

- > **Cleaning means** physically removing germs, dirt and organic matter from surfaces.
- > **Disinfecting means** using chemicals or steam to kill germs on surfaces.
- > It is important to clean before disinfecting because organic matter and dirt can reduce the ability of disinfectants to kill germs.
- > During cleaning and disinfection, the following cleaning principles should be followed:
- > Clean from high to low reach surfaces, finishing with the cleaning of the floor
- > Clean from clean to dirty areas/elements and use separate cloths. The toilet should be cleaned last as it is the most contaminated element

#### 13.2.1. Personal Protective Equipment (PPE)

- > Required PPE for cleaning is according to the zone as per [Table 1](#) as well as eye protection, disposable gloves, and gown.
- > PPE should always be worn while cleaning any guest room, bathrooms, toilets, and other common areas, and when handling cleaning and disinfecting solutions.
- > PPE is also required by anyone who is cleaning the corridor adjoining the room occupied by a person in quarantine. Also refer to local policy and procedures.

- > Change any items of PPE if they become damaged or soiled or when cleaning is completed, as described in 13.2.5 on next page.
- > Never wash or reuse gloves. Disposable gloves should always be changed between rooms and hand hygiene performed.
- > If cleaning multiple guest rooms, PPE should be removed (mask and eyewear can be left on if undertaking extended wear), and clean PPE put on before cleaning the next room.
- > All PPE must be changed between Medi-Hotel floors, including mask and eye protection.
- > Avoid touching the face with gloved or unwashed hands and perform hand hygiene immediately after cleaning each room and upon removal of PPE.

### 13.2.2. Cleaning Equipment

- > The use of disposable equipment, especially disposable cloths and rubbish bags is strongly recommended, with fresh cloths, cleaning solutions, equipment, and buckets used for each room.
- > Clean bathrooms last prior to vacuuming. Use separate cloths to clean toilets and sinks. If reusable cloths are used, they should be laundered in hot water with detergent before re-use. Do not dip used cloths back into fresh cleaning solution.
- > Vacuum cleaners must be fitted with HEPA filters. Post use, cleaning staff must wipe over outside surface of vacuum cleaner with approved cleaning product prior to next use.
- > All cleaning equipment must be cleaned and disinfected between rooms to avoid cross contamination risks.

### 13.2.3. Disinfection of Frequently Touched Surfaces

- > In addition to routine cleaning, the following surfaces in the room which are frequently touched should be cleaned and disinfected, including:
  - Door handles and light switches
  - Tables and counters
  - Armrests of chairs
  - TV buttons and remote controls, telephones, air conditioner (A/C) buttons and remote controls, kettle handles, fridge door handles, grab points, etc.
  - Bathroom including door handle, door lock, toilet seat and buttons, taps, washbasins, bench top, retractable clotheslines (if present), shower and/or bath.
- > Clean the surface first with a neutral detergent and water, and then apply the disinfectant as instructed on the disinfectant manufacturer's label or use a [TGA approved](#) two-in-one detergent/disinfectant product with proven activity against viruses. Ensure the recommended contact time occurs. Allow to dry completely.
- > Detergent/disinfectant wipes can be used on small surfaces and touch points, using a fresh wipe for each surface.
- > Adhere to any safety precautions or other label recommendations as directed (e.g. allowing adequate ventilation in confined areas such as toilets).
- > Avoid using application and cleaning methods that cause splashing or generation of aerosols.
- > Standard disinfectants cannot be used on some items, e.g. television remote controls and telephones. For these surfaces, alcohol wipes are recommended.
- > If a person in quarantine leaves their room for an approved reason, clean and disinfect any areas outside of their room that may have been touched, such as elevator buttons, handrails, and the door to the room.
- > If there is unauthorised access to any shared areas (e.g. sauna, spa and pool areas, public telephones and vending machines) these areas must be cleaned and disinfected as soon as possible.

**13.2.4. Food Trays, Dishes and Cutlery**

- > Gown and gloves should be worn when handling an isolated person's used trays, dishes and utensils. Hand hygiene must be regularly performed using soap and water, or alcohol-based hand sanitiser
- > Any disposable utensils should be discarded with other general waste.
- > Reusable crockery and cutlery should be hot washed as per usual hotel processes.

**13.2.5. Upholstery, Soft Furnishings and Carpets**

- > Special cleaning procedures for upholstery, carpets and storage areas may be necessary, particularly for COVID-19 positive guests and for visibly soiled items.
- > Upholstery and carpets should be carefully steam cleaned or cleaned by another validated process for soft furnishings, in accordance with the manufacturer's instructions.
- > Do not use compressed air and/or water under pressure for cleaning, or any other methods that can cause splashing or generation of spray or aerosols.
- > **HEPA filtered vacuum cleaners** should be used only after proper disinfection of other surfaces has taken place. Post use wipe over outside surface of vacuum cleaner with approved cleaning product prior to next use. Avoid providing vacuums to guests for personal use. Avoid providing guests with multiple-use vacuum cleaners during their stay. Provide alternatives such as a disposable dustpan and brush and/or the guest could purchase a HEPA filtered vacuum cleaner which the guest could take home with them after their stay.

**13.2.6. Used Linen and Towels**

- > All workers must consider all used linen and towels as "dirty" or potentially contaminated.
- > Workers should wear gown, disposable gloves, surgical mask (PFR for dedicated positive facilities), & eye protection when handling laundry from the guest's room.
- > Used linen (includes mattress protectors and pillow protectors when the room is vacated) should be bagged inside the person's room and secured ready for transport and pick up (use of a linen chute is not recommended).
- > Soluble linen bags are recommended for bagging of linen by guests in room to enable direct placement into the washing machine without sorting or decanting. Used linen should be placed directly into the soluble linen bag, and not onto the floor or other furniture in the room.
- > The soluble linen bag is then to be bagged in a cloth linen bag outside guest room by cleaning staff.
- > Medi-Hotels must use a dedicated linen trolley for the collection and transportation of linen. Linen bags are to be placed directly into trolley at the point of collection (i.e. outside the guest's door) and not carried individually by workers.
- > Soiled linen should be handled carefully and not be carried against the person's body or be shaken as this may contaminate the surrounding area.
- > Standard processes for transport of bagged linen apply; this should include wearing PPE as per zone signage, hand hygiene and avoidance of cross transmission risks (e.g. do not place clean linen in the same area where dirty linen is collected).
- > Workers should employ usual hotel and linen contractor/company processes for the handling of linen. Separate trolleys should be used for clean and dirty linen handling and cleaned after each use.
- > Linen should be emptied directly from the laundry bag into the washing machine without sorting or where a soluble bag is supplied this can be placed in the washing machine and laundered on a normal hot cycle and then tumble dried as per standard linen company processes.

**13.2.7. Heating, Cooling and Air-Conditioning (HVAC)**

- > Refer to the hotel/Medi-Hotel programmed maintenance and HVAC decontamination procedures.
- > In room fans and blow heaters must not be used.

**13.2.8. Post Cleaning**

On completion of all cleaning tasks, remove PPE (mask and eyewear can be left on if undertaking **extended wear**) as per **SA Health guidelines** and perform hand hygiene as required.

- > Put on clean PPE and clean and disinfect all housekeeping trolleys, linen trolleys and reusable cleaning equipment (such as mop handles, vacuum cleaner, steam cleaner).
- > Dispose of all non-reusable equipment by placing in an appropriate waste bag and placing into a clinical waste bin.
- > Remove PPE (mask and eyewear can be left on if undertaking **extended wear**) and perform hand hygiene
- > Put on PPE as required for zone and next task.
- > Return cleaned equipment to the cleaner's room or designated storage area.
- > Complete any required documentation and cleaning sign off sheets
- > Report maintenance and repairs where elements are broken or damaged (e.g. flaky paint, chipped surfaces).

**14. Cleaning of Public and Communal Areas**

- > Refer to local policy and procedures for cleaning instructions.
- > Alcohol-based hand sanitiser should be available at the entrance to the hotel and any other public or key areas throughout the building.
- > Routine cleaning requirements of public areas can be divided into two groups:
- > **Frequently touched surfaces** should be cleaned frequently (several times per day).
- > This includes door handles, light switches, handrails, handles (i.e. fridge, microwave, cupboards, kettles), chair armrests, elevator buttons, escalator hand grips, computer keyboards, telephones, remote controls (i.e. TV, air conditioner).
- > Cleaning should be undertaken as per guidance listed in section 3 above.
- > **Minimally touched surfaces** should be cleaned as per guidance above, when required.
- > This includes floors, walls, and blinds. Ceilings will require cleaning if visible contamination.
- > Neutral detergent or detergent/disinfectant solutions are adequate for cleaning general surfaces.
- > Damp mopping is preferable to dry mopping.
- > Carpeted areas should be vacuumed daily and when required. Steam cleaning of carpets may be required when visibly soiled.
- > Walls and blinds should be cleaned when visibly dusty or soiled.
- > Window curtains should be regularly changed in addition to being cleaned when soiled.

## 15. Body Fluid Spills (All Areas)

- > Cleaning staff should wear full PPE, including an impervious disposable gown, gloves, surgical mask (PFR for dedicated positive facilities), and eye protection when cleaning body fluids spills (such as urine, faeces or blood). This includes when steam cleaning carpets and upholstery.
- > Any body fluids should first be removed from visibly contaminated surfaces by using an absorbent material, which should then be disposed of in a sturdy, leak-proof plastic bag, as described below in [Waste disposal](#).
- > Hard, non-porous surfaces must then be cleaned and disinfected.
- > Since disinfectants are not registered for use on some porous surfaces, contaminated material such as carpets and upholstery should be steam cleaned in accordance with the manufacturer's instructions.

## 16. Waste Disposal, Including Personal Protective Equipment (PPE)

- > Medi-Hotels must use a dedicated trolley for the collection and transportation of waste. Bags are not to be carried individually by workers.
- > Unless the guest is known to be positive for COVID-19, all general waste that has not been deemed as clinical waste should be bagged and secured in a sealed plastic bag inside the person's room then placed outside the guest room ready for collection by hotel cleaning staff. Once collected from outside of the guest room, waste is then collected by the general waste collection service provider from the designated pick up location. Note that this waste must not be placed into the recycling stream.
- > All waste from guests who are positive with COVID-19 is to be discarded into the medical (clinical) waste stream. Workers collecting waste from COVID-19 guests are to wear full PPE as per [Table 1](#). PPE must be changed between floors in Medi-Hotels.
- > All workers handling waste from the hotel system should wear a surgical mask (PFR for dedicated positive facilities), eye protection, gown, and gloves. On completion of the task and following the removal of PPE, hand hygiene must be performed using soap and water or alcohol-based hand sanitiser.
- > All items of PPE used for cleaning should be disposed of as general waste. Only PPE that is used for clinical management of hotel guests (e.g. taking of swabs, or emergency assistance requiring direct physical contact with the guest) needs to be discarded into the medical waste stream. Medi-Hotels to refer to local policies and procedures.
- > If you are unsure of when you need to treat something as clinical waste or do not have a contract with a clinical waste service provider, please contact SA Health State Command Centre (SCC) for advice.
- > For further information refer to COVID-19 Waste Management fact sheet found in [SA Health resources](#).

## 17. Housekeeping Trolleys

- > All housekeeping trolleys should be kept clean and decluttered. The Medi-Hotels should have dedicated "clean" and "dirty" or potentially contaminated housekeeping trolleys to prevent cross-contamination of room restocking items (i.e. tea, coffee, sugar sachets, linen etc).
- > Dedicated housekeeping trolleys should be used for floors/facilities where positive COVID-19 guests are staying. Items to restock the trolleys can be bought up on a separate trolley which will then need to be cleaned.
- > All housekeeping trolleys should be cleaned at the end of each use prior to storage.

## 18. Clean Linen Storage

- > Clean linen should be kept covered with an impervious material, such as a plastic sheet, to protect it from dust or contamination.
- > Dirty and clean linen should not be co-located, to avoid potential cross-infection.

## 19. Resources

- > Australian Government Department for Health COVID-19 advice on hygiene and cleaning for the health workforce:  
<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-advice-for-the-health-and-aged-care-sector/hygiene-and-cleaning-for-the-health-workforce-during-covid-19#cleaning-in-the-workplace>
- > Australian Government Department of Health: COVID-19 Infection Control Training:  
<https://covid-19training.gov.au/login>
- > Australian Guidelines for the Prevention and Control on Infection in Healthcare, Canberra: National Health and Medical Research Council (2019):  
<https://www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019>
- > Australian/New Zealand Standard AS/NZS 4146:2000 Laundry Practice:  
[SAI Global Standards and Legislation Website](#)
- > SA Health Cleaning standards for South Australian Healthcare Facilities:  
<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+programs+and+practice+guidelines/infection+and+injury+management/healthcare+associated+infections/prevention+and+management+of+infections+in+healthcare+settings/environmental+hygiene+in+healthcare>
- > SA Health COVID-19 health information:  
<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/covid-19>
- > SA Health COVID-19 PPE Matrix and Infection Control Recommendations:  
<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+programs+and+practice+guidelines/infectious+disease+control/coronavirus+disease+2019+information+for+health+professionals/infection+control+and+personal+protective+equipment+%28ppe+%29+advice>
- > SA Health guidance for accommodation service providers:  
<https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/conditions/infectious+diseases/covid-19/business+and+industry/food%2c+hospitality%2c+travel+and+accommodation+covid-19+health+advice>

## 20. Appendix

### A SA Health Medi-Hotel Environmental Terminal Cleaning Checklist

#### 20.1. Background:

This checklist has been developed to assist cleaning staff in Medi-Hotels who have had appropriate education and training regarding PPE donning and doffing and terminal cleaning after guest check-out of a person who has tested positive to the COVID-19 virus. Also refer to the SA Health COVID-19 Accommodation services fact sheet: [Guidance for accommodation service providers fact sheet](#).

- Instruction for use:** Read the information below and ensure you have completed the relevant training before completing this checklist.
- How to complete:** Complete all details on the check list. Scan and email a copy to relevant manager of the quarantine facility. Keep a copy for your own records.
- This document can be kept as part of ongoing records.
- For non-compliance actions, escalate via appropriate quality assurance and incident reporting system, e.g. Safety Learning System (SLS)

#### 20.2. General Information:

General principles / governance	Compliance	Non-compliant
Medi-Hotel cleaning is to occur in all areas including: <ul style="list-style-type: none"> <li>&gt; General and communal areas including service areas and lifts</li> <li>&gt; Guest rooms</li> <li>&gt; Common areas on each floor including hallways.</li> <li>&gt; “Back of house”</li> <li>&gt; Other areas as identified</li> </ul>		
Appropriate use of PPE as described in the training and throughout this document.		
PPE MUST be changed between guest rooms, areas, and floors. Mask and eyewear can be left on if undertaking <a href="#">extended wear</a> .		
Cleaning equipment MUST be cleaned between guest rooms, areas, floors and at the conclusion of cleaning. This includes the trolley, mop handles, buckets, steam cleaner and any other equipment used.		
Cleaning cloths MUST be changed and laundered or disposed of (if disposable) after each room and area.		
All products and equipment MUST be used as per the manufacturer’s instructions.		

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Guest rooms MUST remain vacant until all soft furnishings and surfaces are dry. Note that steam cleaned items will take longer to dry.		
Fogging/UV light disinfection systems are not currently recommended as a stand-alone disinfection method, however at the discretion of the hotel or cleaning contractor these may be used after the manual cleaning disinfection procedure has occurred. Appropriate worker safety precautions should be applied - See the <a href="#">Worksafe Australia website</a> for more information.		



Name of Facility/site:

Date of Inspection:

Assessor:

Role:

Requirements: met / not met

Number of recommended actions:

Reported to:

Role:

Summary of actions required

Item	Expected Action	Actioned		If No, remedial action recommended	Who is responsible	Outcome
1. Infection Control and PPE online training	Applicable hotel or contract workers have completed infection prevention and control education and training prerequisites as per the <a href="#">SA Health Training Tool for Correct Use of Personal Protective Equipment (PPE) for non-health care workers</a> Includes Australian Government: Department of Health Infection Control Training – COVID-19 <a href="https://covid-19training.gov.au/dashboard/">https://covid-19training.gov.au/dashboard/</a>	N	Y			
2. PPE Training	Applicable hotel and contract workers have attended a practical PPE training session as arranged by the employer e.g. Hotel or contractor company > All workers expected to use PPE are to be trained in PPE donning / doffing procedures, including how to perform hand hygiene and how to dispose of PPE. > All workers are to undergo PPE training prior to working in the Medi-Hotel.	N	Y			

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Item	Expected Action	Actioned		If No, remedial action recommended	Who is responsible	Outcome
	<ul style="list-style-type: none"> <li>&gt; Records are to be kept of workers who have received this training and training records checked to ensure workers allocated each shift have completed PPE training.</li> </ul>					
<b>3. Environmental Cleaning Training</b>	Applicable hotel workers (i.e. cleaner) have been trained and deemed competent to undertake COVID-19 terminal cleaning including thorough cleaning and disinfection <a href="#">Coronavirus (COVID-19) Environmental cleaning and disinfection principles for health and residential care facilities</a>	N	Y			
<b>4. PPE Requirements for the Purpose of Cleaning</b>	All domestic, housekeeping, cleaning, or maintenance workers required to enter a RED ZONE (refer to local policies and procedures) or a room to conduct a terminal room clean following a positive case must wear full PPE including: <ul style="list-style-type: none"> <li>&gt; Surgical mask (PFR for dedicated positive facilities)</li> <li>&gt; Eye protection (face shield, safety glasses or goggles)</li> <li>&gt; Gown</li> <li>&gt; Gloves</li> </ul>	N	Y			
<b>Prior to quarantine / isolated guest checking in the following actions should occur</b>						
<b>5. Removal of unnecessary items</b>	All unnecessary items should be removed from the room prior to the guest checking in. This includes: <ul style="list-style-type: none"> <li>&gt; Additional or excess soft furnishings, i.e. decorative pillows, chairs</li> <li>&gt; Hotel Compendiums and tourism guides</li> <li>&gt; Consideration of removing Bibles and booklets (except for disposable room service menu)</li> <li>&gt; Electrical items such as hair dryers that cannot be cleaned between guests</li> <li>&gt; Where possible remove all non-smooth and porous fixtures and fittings from the room.</li> </ul>	N	Y			

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Item	Expected Action	Actioned		If No, remedial action recommended	Who is responsible	Outcome
6. Provision of guest cleaning packs	Provision of disposable cleaning cloths, soluble linen bags, and domestic cleaning products to enable the guest to maintain a clean and hygienic environment during their quarantine.	N	Y			

Item	Expected Action	Actioned		If No, remedial action recommended	Who is responsible	Outcome
<p><b>Room cleaning following check out of COVID positive guest</b>                      Note: Rooms occupied by persons who have not tested positive and have been released from quarantine can be cleaned using usual cleaning procedures.</p>						
<p><b>7. Terminal cleaning (COVID positive guest check out)</b></p>	<p>General terminal cleaning guidance:</p> <ul style="list-style-type: none"> <li>&gt; Where cleaning multiple rooms, clean the positive room last to allow for the additional cleaning precautions</li> <li>&gt; Cleaning staff to wear full PPE – single use disposable gloves, long sleeve disposable gown, surgical mask (PFR for dedicated positive facilities), &amp; eye protection.</li> <li>&gt; A top down (high to low) approach is to be taken to reduce the risk of contaminating lower surfaces after they have been cleaned.</li> <li>&gt; After cleaning each room, at a minimum gown and gloves must be changed (eyewear and mask can be left on if undertaking <u>extended wear</u>). Otherwise a full change of PPE must occur.</li> <li>&gt; Housekeeping trolleys must be cleaned regularly and upon completion of tasks.</li> <li>&gt; Vacuum room last using a vacuum cleaner that has a HEPA filter prior to making room up for next guest.</li> <li>&gt; Soft furnishings and any other items that cannot be cleaned with detergent and bleach must be steam cleaned (i.e. curtains, fabric bed heads, mattresses)</li> </ul>	<p>N</p>	<p>Y</p>			
<p><b>8. Cleaning and disinfection products</b></p>	<p>Cleaning is undertaken using a <u>TGA approved</u> detergent and disinfectant product.                      Disinfectant fogging systems are not recommended for health and safety reasons. (see <u>Work Safe Australia</u> web site)</p>	<p>N</p>	<p>Y</p>			

Item	Expected Action	Actioned		If No, remedial action recommended	Who is responsible	Outcome
<b>9.</b> Cleaning equipment	Use disposable or launderable cleaning cloths and mops Do not re-use the cloths, buckets, and cleaning solutions for other rooms. Clean all reusable cleaning equipment: <ul style="list-style-type: none"> <li>&gt; between floors</li> <li>&gt; immediately if soiled</li> <li>&gt; each time immediately after performing a terminal clean and before moving to the next room or area.</li> </ul>	N	Y			
<b>10.</b> Hotel Consumables (kitchen and bathroom items)	All consumables and disposable items must be discarded prior to cleaning, including items listed below. Workers must wear PPE and items disposed of into clinical waste: <ul style="list-style-type: none"> <li>&gt; Mini Bar Contents</li> <li>&gt; Current and spare rolls of toilet paper</li> <li>&gt; Conditioner / Shampoo</li> <li>&gt; Body Wash / Soap</li> <li>&gt; Toothbrush / Paste</li> <li>&gt; Promotional Materials</li> <li>&gt; Complementary stationery (i.e. notepads, pens etc.)</li> <li>&gt; Creams</li> <li>&gt; Bibles</li> <li>&gt; Toilet Brushes</li> <li>&gt; Shower curtains and bathmats (if unable to be laundered)</li> </ul> Non-disposable crockery and cutlery to be cleaned using the hotel dishwasher using a hot wash. Do not wash by hand.	N	Y			

Item	Expected Action	Actioned		If No, remedial action recommended	Who is responsible	Outcome
11. High touch surfaces	Clean/disinfect all surfaces, including all <ul style="list-style-type: none"> <li>&gt; Light Switches</li> <li>&gt; Handles: Drawer, Cupboard</li> <li>&gt; Handles Door</li> <li>&gt; Remotes: TV, AC</li> </ul>	N	Y			
12. Minimally/low touched surfaces	This includes floors, ceilings, walls, windows, curtains and blinds. <ul style="list-style-type: none"> <li>&gt; Walls, ceiling and windows to be wiped over with detergent and disinfectant.</li> <li>&gt; Damp mop hard floors.</li> <li>&gt; Manage carpets, curtains and blinds as for soft furnishings.</li> </ul>	N	Y			
13. Soft Furnishings	Steam clean or launder all soft furnishings: e.g. <ul style="list-style-type: none"> <li>&gt; Carpets</li> <li>&gt; Curtains/blinds</li> <li>&gt; Cloth Chairs/sofas</li> <li>&gt; Padded bed heads and padded bed ensembles</li> <li>&gt; Any other soft furnishings</li> <li>&gt; Pillows: recommended to use with waterproof pillow protector that can be cleaned and disinfected after each use. Pillows should be steam cleaned or laundered (if this is not possible, discard pillows).</li> <li>&gt; Mattresses: recommended to use with waterproof mattress protector that can be cleaned and disinfected after each use. All mattresses should be vacuumed and steam cleaned regardless of use of a mattress protector.</li> </ul>	N	Y			

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Item	Expected Action	Actioned		If No, remedial action recommended	Who is responsible	Outcome
14. Bathroom surfaces	Using a top down approach, clean/disinfect all surfaces using approved (TGA listed) detergent and disinfectant product: <ul style="list-style-type: none"> <li>&gt; Discard or launder shower curtains, non-slip mats and any other reusable items</li> </ul>					
15. Post Cleaning	On completion of all terminal room cleans: <ul style="list-style-type: none"> <li>&gt; Remove PPE and perform hand hygiene.</li> <li>&gt; In a separate area, put on fresh gloves, mask and protective eyewear.</li> <li>&gt; Clean and disinfect all reusable cleaning equipment (such as mop handles, vacuum cleaner, steam cleaner).</li> <li>&gt; Dispose of non-reusable equipment by placing in a black garbage bag and placing into a clinical waste bin.</li> <li>&gt; Return cleaned equipment to the cleaner's room or designated storage area.</li> <li>&gt; Remove PPE and perform hand hygiene.</li> <li>&gt; Put on PPE as required for zone and next task.</li> </ul>	N	Y			

Item	Expected Action	Actioned		If No, remedial action recommended	Who is responsible	Outcome
<b>Cleaning of general and service areas</b>						
<b>16.</b> Cleaning of general and service areas including corridor, lift and foyer	Use a top down approach. <ul style="list-style-type: none"> <li>&gt; Clean and disinfect all high touch points (for example, lift buttons, door handles.</li> <li>&gt; Clean and disinfect handrails, tabletops, and horizontal surfaces</li> <li>&gt; Steam cleaning of soft furnishings may be required in outbreak settings – especially after check-out of a positive guest.</li> <li>&gt; Vacuum carpets - vacuum to have a HEPA filter</li> <li>&gt; All cleaning equipment must be cleaned at a minimum:               <ul style="list-style-type: none"> <li>o between floors</li> <li>o immediately if soiled</li> <li>o each time immediately after performing a terminal clean and before moving to the next room or area.</li> </ul> </li> </ul>	N	Y			
<b>17.</b> Donning and doffing stations / baggage trolleys	<ul style="list-style-type: none"> <li>&gt; Cleaning of all donning and doffing stations</li> <li>&gt; Clean all trolleys, including baggage and linen trolleys</li> </ul>	N	Y			