



# General Advisory

For Hotels & Resorts - Preventing Spread of Coronavirus (2019 nCoV)

## PRECAUTIONS TO TAKE



Avoid contact with live animals, poultry & birds



Avoid consumption of raw and undercooked meat



Avoid crowded places and around people who are unwell



Observe good personal hygiene at all times



Wash hands frequently with soap



Wear a mask if you have a cough or runny nose



Cover your mouth with a tissue paper when coughing or sneezing



See a doctor if you are unwell

## National Crisis Preparedness & Response Centre (CPRC) Malaysia

Hotline Contact Numbers

03 - 88810200

03 - 88810600

**Perlis - Hospital Tuanku Fauziah**  
04-9738000

**Langkawi - Hospital Sultanah Maliha**  
04-9663333

**Kedah - Hospital Sultanah Bahiyah**  
04-7406233

**Kedah - Hospital Sultan Abdul Halim**  
04-9663333

**Kedah - Hospital Kulim**  
04-9663333

**Penang - Hospital Pulau Pinang**  
04-2225333

**Perak - Hospital Raja Permaisuri Bainun**  
05-2085000

**Selangor - Hospital Sungai Buloh**  
03-61454333

**Kuala Lumpur - Hospital Kuala Lumpur**  
03-26155555

# Operational Guidelines

Recommended Guidelines Adapted from Guidance Issued by World Health Organisation (WHO)<sup>1</sup>

A

## CLEANING AGENTS & DISINFECTANTS

1. Clean all surfaces, frequently touched surfaces and floors, with bleach. Bleach can be used as a disinfectant for cleaning and disinfection (dilute 1 part bleach in 49 parts water, or 1000 ppm). Bleach solutions should be prepared fresh. Leaving the bleach solution for a contact time of at least 10 minutes is recommended.
2. Alcohol (e.g. isopropyl 70%, ethyl alcohol 60%) can be used to wipe down surfaces where the use of bleach is not suitable, e.g. metal.
3. If other disinfectants are considered, check with the manufacturer that they are effective against coronaviruses. Disinfectants should be prepared and applied in accordance with the manufacturer's guidelines. Ensure that appropriate contact time is given before removing any disinfected materials.



**Negeri Sembilan - Hospital Tuanku Ja'afar**  
06-7623333

**Melaka - Hospital Melaka**  
06-2892344

**Johor - Hospital Sultanah Aminah**  
07-2231666

**Pahang - Hospital Tengku Ampuan Afzan**  
09-5133333

**Terengganu - Hospital Sultanah Nur Zahirah**  
09-6212121

**Kelantan - Hospital Raja Perempuan Zainab II**  
09-7452000

**Kelantan - Hospital Sultan Ismail Petra**  
09-9666333

**Kelantan - Hospital Tumpat**  
09-7263000

**Labuan - Hospital Labuan**  
087-423922/919

**Sabah - Hospital Queen Elizabeth**  
088-517555

**Sabah - Hospital Duchess of Kent, Sandakan**  
089-248600

**Sabah - Hospital Tawau**  
089-983533

**Sabah - Hospital Wanita dan Kanak-Kanak Sabah**  
088-522600

**Sabah - Hospital Lahad Datu**  
089-895111

**Sabah - Hospital Keningau**  
087-313000

**Sarawak - Hospital Umum Sarawak**  
082-276666

**Sarawak - Hospital Miri**  
085-420033

**Sarawak - Hospital Bintulu**  
086-255899

**Sarawak - Hospital Sibul**  
084-343333

<sup>1</sup> Recommended Guidelines Adapted from Guidance Issued by World Health Organisation (WHO) and the National Environment Agency of Singapore

## B

### PROTECTIVE PERSONAL EQUIPMENT (PPE) WHILE CARRYING OUT DISINFECTION WORKS

1. Wear disposable gloves, disposable long-sleeved gowns, eye goggles or a face shield, and an N95 mask.
2. Avoid touching the nose and mouth (goggles may help as they will prevent hands from touching eyes).
3. Gloves should be removed and discarded if they become soiled or damaged, and a new pair worn.
4. All other disposable PPE should be removed and discarded after cleaning activities are completed. Eye goggles, if used, should be disinfected after each use, according to the manufacturer's instructions.
5. When in doubt, refer to guidance documents for the proper donning and doffing of PPE.
6. Hands should be washed with soap and water immediately after each piece of PPE is removed, following completion of cleaning.



## C

### CLEANING GUIDELINES FOR AREAS EXPOSED TO CONFIRMED CASE(S) OF NOVEL CORONAVIRUS (NCOV) IN NON-HEALTHCARE COMMERCIAL PREMISES

1. Where possible, seal off areas where the confirmed case has visited, before carrying out cleaning and disinfection of the contaminated environmental surfaces. This is to prevent unsuspecting persons from being exposed to those surfaces.
2. When cleaning areas where a confirmed case has been, cleaning crews should be attired in suitable PPE (see Section B above). Gloves should be removed and discarded if they become soiled or damaged, and a new pair worn. All other disposable PPE should be removed and discarded, after cleaning activities are completed. Goggles, if used, should be disinfected after each use, according to manufacturer's instructions. Hands should be washed with soap and water immediately after the PPE is removed.

3. Keep cleaning equipment to a minimum.
4. Keep windows open for ventilation, where workers are using disinfectants.
5. Mop floor with bleach (dilute 1 part bleach in 49 parts water, or 1000 ppm).
6. Wipe all frequently touched areas (e.g. lift buttons, hand rails, doorknobs, arm rests, seat backs, tables, air/ light controls, keyboards, switches, etc.) and toilet surfaces with chemical disinfectants (use according to manufacturer's instructions) and allow to air dry. Bleach solution (dilute 1 part bleach in 49 parts water, or 1000 ppm) can be used. Alcohol (e.g. isopropyl 70% or ethyl alcohol 70%) can be used for surfaces, where the use of bleach is not suitable.



7. Wipe down with bleach walls of up to 3 metres in height, as well as blinds (dilute 1 part bleach in 49 parts water, or 1000 ppm).
8. Remove curtains/ fabrics/ quilts for washing, preferably using the hot water cycle. For hot-water laundry cycles, wash with detergent or disinfectant in water at 70°C for at least 25 minutes. If low-temperature (i.e. less than 70°C) laundry cycles are used, choose a chemical that is suitable for low-temperature washing when used at the proper concentration.
9. Arrange for a cleaning contractor to properly disinfect the mattresses, pillows, cushions or carpets that have been used by the person who has been confirmed to have the novel coronavirus (nCoV).
10. Repeat mopping the floor with the prepared bleach solution or disinfectant.
11. Discard cleaning equipment made of cloths and absorbent materials, e.g. mop head and wiping cloths, into biohazard bags after cleaning and disinfecting each area, as these materials are not easily disinfected. Wear a new pair of gloves and fasten the double-bagged biohazard bag with a cable tie.
12. Disinfect non-porous cleaning equipment used in one room, before using for other rooms. If possible, keep the disinfecting equipment separated from other routine equipment.
13. Disinfect buckets by soaking in bleach (dilute 1 part bleach in 49 parts water, or 1000 ppm, for at least 10 minutes), disinfectant solution, or rinse in hot water before filling.

14. Discard equipment made of cloths/ absorbent materials (e.g. mop head and wiping cloths) after cleaning each area, to prevent cross contamination.
15. Disinfectants should be applied to surfaces using a damp cloth. They should not be applied to surfaces using a spray pack, as coverage is uncertain and spraying may promote the production of aerosols. The creation of aerosols caused by splashing liquid during cleaning should be avoided. A steady sweeping motion should be used when cleaning either floors or horizontal surfaces, to prevent the creation of aerosols or splashing. Cleaning methods that might aerosolize infectious material, such as the use of compressed air, must not be used.
16. Leave the disinfected area, and avoid using the area the next day.
17. Biohazard bags should be properly disposed of upon completion of the disinfection work.



## PRECAUTIONS TO TAKE AFTER COMPLETING CLEAN-UP AND DISINFECTION OF AFFECTED AREA

1. Cleaning crews should wash their hands with soap and water immediately after removing the PPE, and when cleaning and disinfection work is completed.
2. Discard all used PPE in a double-bagged biohazard bag, which should then be securely sealed and labelled.
3. The crew should be aware of the symptoms, and should report to their occupational health service if they develop symptoms.