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Department of Health  
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**Interim Guidelines No. 6  
For Hotels and Other Similar Establishments in Response to the Influenza A (H1N1) Virus Threat**

The swiftness with which Influenza A (H1N1) virus infection has spread all over the globe is attributed to the facility and ease of inter-country and intercontinental travel. Even with travel restrictions in a few areas, there remains a steady flow of tourists and Filipino workers or travelers from countries affected with Influenza A (H1N1) visiting the country.

The efforts made by the Department of Health to prepare hospitals to respond to the influenza A (H1N1) threat should, therefore, be simultaneously supported with efforts to alert and involve hotels and other similar establishments in the national response to prevent and control the influenza A (H1N1) transmission. Management and service staff of hotels, motels, lodges, inns and other public establishments where travelers from abroad would likely visit and stay in for some time, together with hotel associations, tour organizers and travel agencies in hotels are enjoined to enforce safety precautions and appropriately respond to clients exhibiting signs and symptoms of influenza A (H1N1) virus infection.

**A. Pre-emptive Precautionary Measures**

1. **Keep yourself informed.** Know about the status of influenza A (H1N1) infection globally, in the country and, more specifically, of the city or municipality or community where your establishment is located through the newspapers, radio, TV, internet and other reliable sources of information.
2. **Search and post important contact numbers.** The Influenza A (H1N1) hotline is (032) 711-1001 and (032) 711-1002 and e-mails can be forwarded at [doh\\_hems@yahoo.com](mailto:doh_hems@yahoo.com) or [doh\\_hemsopcen@yahoo.com](mailto:doh_hemsopcen@yahoo.com). Also find out from your local health offices the name and contact numbers of the designated referral hospitals nearest your area.
3. **Share information.** Provide all staff and guests with leaflets and other visual or information materials to remind them of the general precautions to avoid getting or transmitting the influenza A (H1N1) virus, and other respiratory tract infections, in general. Request for staff orientation from local health authorities, if necessary.
4. **Encourage reporting.** All staff and guests should be instructed to report to management any occurrence of flu-like illness (fever and cough, sneeze, sore throat, runny nose, etc.) within the hotel or lodging establishment. Encourage reporting by instituting confidentiality measures for this kind of information that should be kept from other guests and limited to a few responsible staff. Avoid salary deductions for staff found to have influenza A (H1N1).
5. **Provide medical and nursing services.** Develop in-house medical or nursing services and network with the nearest local government office and nearest hospital facility for proper referral of guests who become ill during the sojourn or stay in the hotel or lodging establishment.

6. **Keep a watch list.** Analyze your guest lists for persons coming from countries that have reported confirmed cases of influenza A (H1N1) infection, and assure them of assistance in case they begin to have fever and / or respiratory symptoms like cough, sore throat or sneeze.
7. **Enforce cleanliness.**
  - a. Train staff to protect themselves through regular personal hygiene, frequent hand washing, use of masks and strict adherence to rules on surface disinfection.
  - b. Ensure that adequate supply of cleaning materials, tools and disinfectants are available for cleaning the premises and decontaminating rooms used by guest who are ill.
  - c. Ensure the availability of soap, running water, protective masks, gowns and gloves for staff use when necessary.

#### **B. Management of Clients Who Exhibit Flu-like Illness**

1. **Use available health services.** If any staff is concerned about the condition of a guest, or if a guest requests access to medical service, immediately inform the hotel physician for initial assessment of the guest and refer guest to the Department of Health (+632 7111001 or +632 7111002).
2. **Do not panic.** There are ways to protect yourself from getting the virus.
  - a. Do not employ any discriminatory action against a sick person with flu-like illness for fear of contracting or spreading the virus.
  - b. Remember that influenza A (H1N1) is only one of the many flu-like illnesses we have in the country.
  - c. Keep the sick confined in the room originally used until trained transport providers are available to transport the ill guest to designated referral facilities for laboratory testing.
3. Remind the guest to practice **sanitary lung clearing techniques** like covering the nose and mouth when sneezing and coughing, using disposable tissue papers and washing the hands.
4. Aim to provide the guest who has flu-like illness with **immediate medical services**.

#### **C. Room and Area Decontamination**

1. Ventilate the room by opening the external windows.
2. Remove bed linen and towels and place in a disposable bag separate laundry work for these from the linen of non-sick guests.
3. Dispose of all disposable items such as sachets and toilet rolls and used items in sealed bags immediately.
4. Ensure that prompt action is taken to clean areas that may have been soiled by secretions.
5. Ensure that hard surfaces (like door handles, light switches, taps, kitchen worktops) are cleaned more frequently than usual using regular cleaning products.
6. Clean remaining items using water and detergent and frequently clean surfaces of furniture, appliances, flooring and panes with disinfectants.

#### **IV. Protection and Monitoring of Hotel Personnel**

1. Staff who clean rooms occupied by ill guests must wear personal protective equipment (PPE) such as fit-tested N95 masks, disposable hand gloves, eye protective goggles / shield and gown. Take off and dispose of PPEs in a standard manner.
2. For routine cleaning of rooms and spaces, encourage the use of disposable gloves and surgical masks.
3. After routine disinfection of rooms or decontamination of a room or area occupied by a suspect case, wash hands thoroughly with soap and water and any alcohol-based hand sanitizers.
4. Maintain an updated list of contact details of each member of the hotel crew or staff.
5. Review attendance records and reports of staff illness at the start of each day, and determine if there is a pattern of absences secondary to communicable disease.
6. Provide medical consultation benefits to staff including opportunities to go on a self-imposed social distancing when they develop flu-like illness.

Issued by the DOH Emergency Management Task Force for the Pandemic Response to Influenza A (H1N1)