



Republic of the Philippines
Department of Health
OFFICE OF THE SECRETARY

February 3, 2020

DEPARTMENT MEMORANDUM

No. 2020- 0057

TO: ALL UNDERSECRETARIES AND ASSISTANT SECRETARIES; DIRECTORS OF BUREAUS AND CENTERS FOR HEALTH DEVELOPMENT; MINISTER OF HEALTH – BANGSAMORO AUTONOMOUS REGION IN MUSLIM MINDANAO; EXECUTIVE DIRECTORS OF SPECIALTY HOSPITALS, POPULATION COMMISSION AND NATIONAL NUTRITION COUNCIL; CHIEFS OF MEDICAL CENTERS, HOSPITALS, SANITARIA AND INSTITUTES; PRESIDENT OF THE PHILIPPINE HEALTH INSURANCE CORPORATION; DIRECTORS OF PHILIPPINE NATIONAL AIDS COUNCIL AND TREATMENT AND REHABILITATION CENTERS AND OTHERS CONCERNED

SUBJECT: Interim Guidelines for 2019 Novel Coronavirus Acute Respiratory Disease (2019-nCoV ARD) Response in Hotels and Other Similar Establishments

I. BACKGROUND

After a cluster of pneumonia cases of unknown etiology was reported in Wuhan City, Hubei Province of China last December 31, 2019, Chinese health authorities preliminarily identified the cause of this viral pneumonia as a new or novel type of coronavirus (2019-nCoV).

With an increasing number of cases spreading to various territories and confirmed human-to-human transmission, the World Health Organization declared the outbreak as a Public Health Emergency of International Concern (PHEIC) last January 30, 2020.

The Department of Health hereby issues interim guidelines for hotels and other similar establishments on the necessary precautions to prevent, contain, and mitigate the possible transmission of 2019-nCoV ARD in communities.

II. GUIDELINES

A. General Preventive Measures

- 1. Personal protection and hygiene:** The practice of personal cleanliness and hygiene at all times of every individual in the community is vital to containing the spread of diseases and protecting the whole



community. The following practices should be observed to halt the spread of 2019-nCoV ARD from infected individuals:

a) **Respiratory etiquette:**

- (1) Cough and sneeze into tissue or into shirt sleeve if tissue is not available. Dispose used tissues properly and disinfect hands immediately after a cough or sneeze. See *Annex A*.
- (2) Avoid touching the eyes, nose, and mouth to prevent viral infection through mucosal surfaces
- (3) The use face masks, which provides a physical barrier from the 2019-nCoV ARD viruses by blocking large-particle respiratory droplets propelled by coughing or sneezing, is ONLY recommended for:
 - (a) Persons caring for the sick
 - (b) Healthcare workers attending to patients with respiratory infection/symptoms (cough, colds)
 - (c) Persons with respiratory infection/symptomsSee *Annex B* for the proper wearing of face masks.
- (4) People in good health do NOT need to use face masks.

b) **Hand hygiene:**

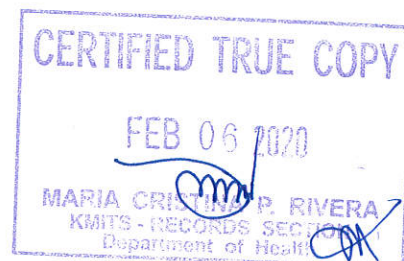
- (1) Perform regular and thorough handwashing with soap and water. Use alcohol-based hand sanitizers containing at least 60% ethanol or isopropanol when soap and water are not available. See *Annex C*.

2. **Social distancing measures:**

- a) Whenever possible, keep a distance of at least 3 feet or 1 meter away from other people to reduce the possibility of person-to-person transmission. This distance should be observed even as to apparently healthy persons without symptoms.
- b) Offer telecommuting and replace in-person meetings in the workplace with video or telephone conferences.
- c) Postpone, or cancel mass gatherings until further advise by the DOH

3. **Environmental measures:**

- a) Clean frequently-touched surfaces and objects, including tables, doorknobs, toys, desks, and computer keyboards
- b) Maintaining the environment clean, especially common-use areas and those with touchpoints such as elevators, railings, staircases, light switches, and the like.
- c) Make dispensers with alcohol-based hand rub available in public areas.



4. Food Safety measures:

- a) Avoid consumption of raw or undercooked animal products. Handle raw meat, milk or animal organs with care, to avoid cross-contamination with uncooked foods, as per good food safety practices.
- b) When visiting live animal markets, wet markets or animal product markets:
 - (1) Practice general hygiene measures, including regular hand washing with soap and potable water after touching animals and animal products
 - (2) Avoid touching eyes, nose or mouth with hands
 - (3) Avoid contact with (a) sick animals or spoiled animal products (b) other animals possibly living in the market (e.g., stray cats and dogs, rodents, birds, bats) and (c) potentially contaminated animal waste or fluids on the soil or structures of shops and market facilities
- c) Do not slaughter sick animals for consumption. Bury or destroy dead animals and avoid contact with their body fluids without protective clothes.

B. Preemptive Prevention Measures

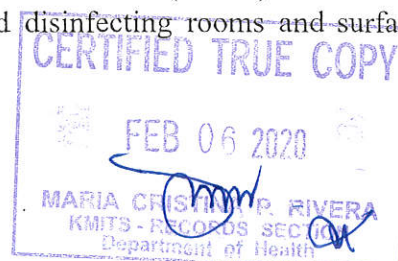
1. Environmental Sanitation

- a) All general facilities and all furnishings shall be cleaned with a 1 in 100 diluted household bleach (5.25%) solution and wiped at least once daily;
- b) The frequency of cleaning shall be stepped up if the facilities and furnishings become dirty;
- c) Door handles, handrails, light switches, taps, kitchen surfaces, and toilets shall be cleaned more frequently than usual;
- d) Adequate disinfectant such as 70% alcohol, and paper towels should be made readily accessible to guests and staff;
- e) Receptacles with a lid should be readily available and accessible in all areas of the establishment;
- f) Establishments shall ensure the adequacy and availability of cleaning materials, tools and disinfectants and personal protective equipment (PPE);
- g) Establishment shall train staff on personal hygiene, infection control and surface disinfection.

2. Room and Linen Decontamination

Hotels and lodging establishments shall:

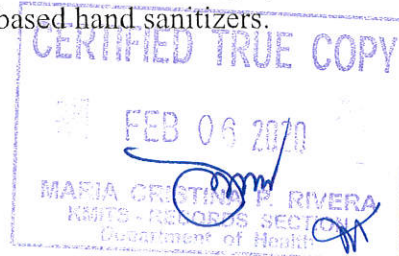
- a) Ensure prompt action to clean rooms after each use of guest/s;
- b) If possible, open external windows, or adjust the Mechanical Ventilation and Air Conditioning System (MVAC), to improve indoor ventilation;
- c) Use 1 in 100 diluted household bleach (5.25%) solution as a disinfectant in cleaning and disinfecting rooms and surfaces;



- include disinfection of furnitures, appliances, flooring and panes when cleaning;
- d) Handle used linen and other washable items as little as possible with minimal agitation to prevent possible contamination of the handler or environment;
 - e) Soak linen and other washable items in a 1 to 10 diluted household bleach solution for 15 minutes;
 - f) If the room was used by a suspected 2019-nCoV case, place all washable items such as bed sheets, blankets, pillowcases, and towels in a separate disposal bag and wash separately, laundered using hot water (70-80C) cycle between use;
 - g) Wipe non-washable items including mattresses and pillows, with 1 in 100 diluted household bleach (5.25%) solution;
 - h) Use disposable gloves and masks when handling soiled linen and dispose to appropriately designated bin;
 - i) Dispose all disposable items such as sachets and toilet rolls and used items in sealed bags immediately;

3. Protection of Hotel Personnel

- a) Hotels and lodging establishments shall:
 - (1) Review establishment's policies on:
 - (a) flexible sick leave policies (e.g. sick leave filled due to imposed quarantine measures shall not be deducted to allotted number of sick leaves annually);
 - (b) awarding systems on attendance and tardiness;
 - (c) training of staff (cross-training of staff and personnel);
 - (2) Maintain an updated list of contact details of each member of the hotel crew or staff;
 - (3) Review attendance records and reports of staff's illness/es at the start of each day, and determine if there is a pattern of absences;
 - (4) Encourage staff and personnel to stay home when sick;
 - (5) Provide medical consultation benefits and assistance if possible.
- b) Housekeeping staff shall:
 - (1) Use Personal Protective Equipment (PPE) such as disposable gloves and medical masks when routinely cleaning rooms and spaces;
 - (2) Use PPE such as disposable hand gloves, medical masks, and gown when cleaning rooms used by suspected 2019-nCoV case/s; and doff and dispose PPE using standard infection control measures;
 - (3) After routine disinfection and decontamination of a room or area, wash hands thoroughly with soap and water or alcohol-based hand sanitizers.



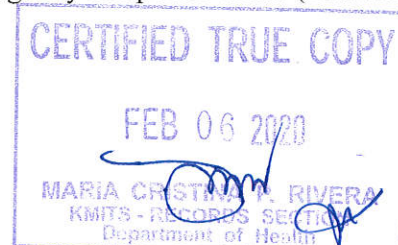
C. Screening and Management of Symptomatics

Hotels and Lodging establishments shall:

1. Screen all guests entering for fever and/or cough, and travel history using the DOH's health checklist template.
2. Advise all guests without fever and cough, but with travel history from China and Special Administrative Regions (SARs), Taiwan, Hong Kong, and Macau within the last 14 days, to self-quarantine for 14 days.
3. Create a holding area for symptomatic guests with travel history from China and SARS prior to transport to hospital;
4. Immediately refer guests presenting with fever ($\geq 38^{\circ}\text{C}$) and/or cough, and has a history of travel to China and its SARs to the nearest hospital.
5. Keep the symptomatic guest confined in the room originally used until trained transport providers are available to transport him/her to designated referral hospital.
6. Coordinate with the referral hospital for necessary transportation of symptomatic guest/s;
7. Screen existing guests, well or sick, for fever and or cough, and travel history using the same health checklist;
8. Provide each assessed guest with a certification detailing his/her current status;
9. Immediately inform the hotel physician for assessment if any staff is concerned about the condition of a guest, or if a guest request access to medical services; and
10. Staff and personnel shall avoid employing any discriminatory action against a sick person with fever and cough for fear of contracting or spreading the 2019-nCoV.

D. Notification, Referral and Reporting

1. Hotels and lodging establishments are encouraged to:
 - a) Record and analyze guest lists for persons coming from countries that have reported confirmed cases of 2019-nCoV; and
 - b) Ensure confidentiality in reporting of individuals (hotel staff and guests) within the hotel or lodging establishment with flu-like symptoms and/or fever and travel history to affected areas. Such information shall be kept from other guests and limited to a fewer responsible staff.
 - c) Assure guests of assistance in case they begin to have fever and/or cough;
2. All staff and guests who exhibits symptoms consistent with the 2019-nCoV ARD and has history of travel to affected areas or close contact with a caregiver of patient under investigation for or with a confirmed case of 2019-nCoV ARD, must immediately notify their respective Barangay Health Emergency Response Team (BHERT).

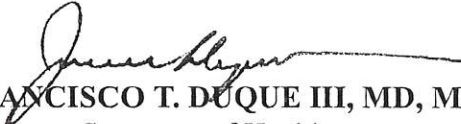


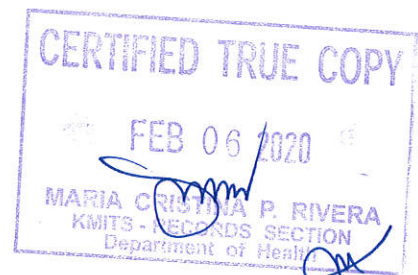
3. The BHERT officer shall report all (a) symptomatics (b) asymptomatics with history of travel to China and © asymptomatic with history of exposure to the Municipal Health Officer (MHO) or City Health Officer (CHO) for verification and initial investigation. The MHO/CHO shall then report to the Regional Epidemiology Surveillance Unit (RESU) using the Event-Based Surveillance System (ESR) system of the Epidemiology Bureau (EB) of DOH.

E. Sources of 2019-nCoVARD Information and Advisories

1. Everyone is advised to refrain from sharing unverified reports and/or false news to avoid undue stress and worry due to misinformation.
2. For announcements and public advisories, you may visit the following official DOH channels:
 - Website: <https://www.doh.gov.ph/2019-nCoV>
 - Facebook: <https://www.facebook.com/OfficialDOHgov/>
 - Twitter: <https://twitter.com/DOHgov>
3. DOH health promotion materials (e.g. infographics, social media cards among others) may be used and reproduced free of charge to keep hotel staff and clientele informed.

For strict compliance of all concerned.


FRANCISCO T. DUQUE III, MD, MSc
Secretary of Health



DOH HEALTH ADVISORY

TAMANG PAG UBO

Ugaliin ang mga sumusunod:

- LAGING MAGDALA NG PANYO O TISSUE**
- TAKPANG ANG BUONG ILONG AT BIBIG GAMIT ANG PANYO/ TISSUE**
- MAARING GAMITIN ANG MANGGAS O LOOB NG SIKO**
- LUMAYO SA MGA TAO KUNG BABAHING O UBO**
- HUWAG DUMURA KUNG SAAN-SAAN**
- ITAPON ANG NAGAMIT NA TISSUE SA BASURAHAN**
- LAGING MAGHUGAS NG KAMAY**
- O GUMAMIT NG HAND SANITIZER O ALCOHOL**




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Annex B. Proper Wearing of Face Mask

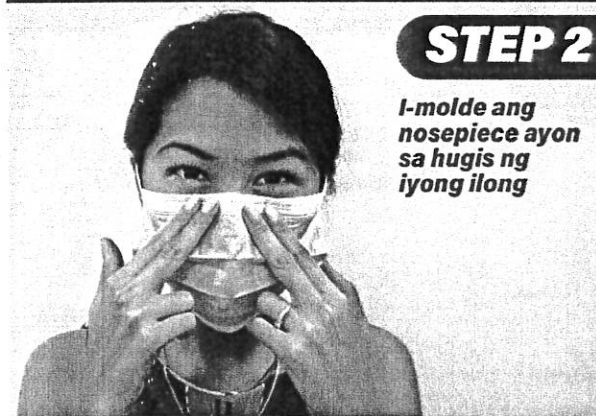


TAMANG PAGSUOT NG SURGICAL MASK



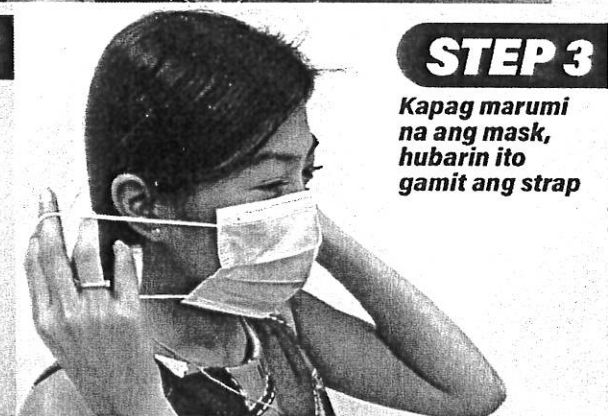
STEP 1

Hawakan ang mask sa strap at siguraduhing natatakpan nito ang parehong bibig at long
**ang may kulay na parte ang dapat na nasa labas.*



STEP 2

I-molde ang nosepiece ayon sa hugis ng iyong ilong



STEP 3

Kapag marumi na ang mask, hubarin ito gamit ang strap



STEP 4

Itapon ang maruming maskara sa basurahan




STEP 5

Hugasang mabuti ang kamay gamit ang sabon at tubig



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Annex C. Proper Hand Hygiene

2019 NOVEL CORONAVIRUS Acute Respiratory Disease (2019-nCoV ARD)

HEALTH ADVISORY



Ang wasto at regular na paghuhugas ng kamay ay mabisang paraan upang makaiwas sa mga sakit. Ito ay makatutulong sa pagpigil ng pagkalat ng virus na nagdudulot ng sakit.

www.doh.gov.ph

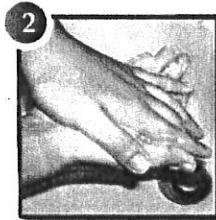
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TAMANG PARAAN NG PAGHUHUGAS NG KAMAY



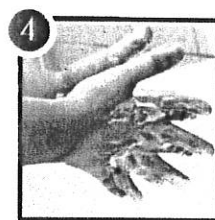
Basain ng tubig ang mga kamay at sabunin.



Sabunin ang mga palad.



Sabunin ang likod ng mga kamay.



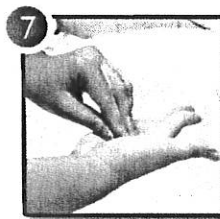
Kuskusin ang mga pagitan ng daliri.



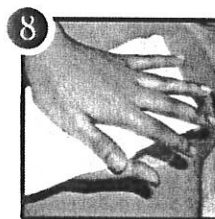
Kuskusin ang mga kuko.



Kuskusin ang pagitan ng mga hinalalaki.



Kuskusin ng palikot ang mga dulo ng mga daliri sa magkabilang palad.



Banlawang mabuti sa malinis na tubig at patuyuin ang mga kamay gamit ang single-use towel.

Makipag-ugnayan sa pinakamalapit na health facility para sa karagdagang impormasyon.

