



澳門特別行政區政府
Governo da Região Administrativa Especial de Macau
衛生局
Serviços de Saúde

疾病預防及控制中心

技術指引

CDC (Macao SS)

Technical Guidelines

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預防新型冠狀病毒肺炎 -

給可接待新型冠狀病毒感染者、密切接觸者的酒店業場所之管理建議

Prevention of Novel Coronavirus Pneumonia –

**Management Advice to Establishments of Hotel Industry Receiving Guests
Infected with COVID-19 and Close Contacts**

[Updated version \(Click here \)](#)



This guideline shall be executed by relevant individuals and public/private entities under the supervision of their supervisory entities. Under article 3 (Obligation to cooperate) of Law no. 2/2004 – “Law on the Prevention, Control and Treatment of Infectious Diseases”, to achieve the target of prevention, control and treatment of infectious diseases, individuals and public/private entities are obligated to closely cooperate with their supervisory entities, and comply with the orders and guidelines issued by their supervisory entities according to the law. This guideline is without prejudice to any more concrete or stringent orders/ guidelines set out by relevant supervisory entities in light of the actual circumstances.

I Setup of establishment and environmental hygiene measures

- 1.1 Regularly clean and disinfect the air conditioning and ventilation system.
- 1.2 Provide alcohol-based handrub at the entrance, on each floor and other places as appropriate for the use of guests. Ensure adequate supply of liquid soap in washrooms, and the well-functioning of faucets and other water supply facilities.
- 1.3 Maintain environmental hygiene by cleaning up refuse timely, cleaning and disinfecting public articles and frequently-touched objects daily, and strictly putting into practice the “change for every guest” principle; for further advice on the cleaning and disinfection of environment, please refer to the “Prevention of Novel Coronavirus Pneumonia – Guidelines on Cleaning and Disinfection of Environment and Articles for Hotels and Other Accommodation Facilities”.



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II Management of guests

- 2.1 Adopt measures to ensure strict implementation of anti-epidemic precautions by guests, including the use of mask and the maintain of 1 metre distance. Place signages in the hotel reminding guests to put on a mask, avoid gathering in crowds and observe personal hygiene.
- 2.2 If any guest develop fever, dry cough, fatigue, sore throat, decreased sense of smell or taste, diarrhoea or other respiratory symptoms, advise them to follow relevant guidelines for follow-up.

III Management of employees

- 3.1 Take measures to monitor the health of employees:
 - 3.1.1 Check their Macao Health Code every day;
 - 3.1.2 Implement a daily body temperature screening system, and keep a good record of the data; only employees with normal body temperature are allowed to work;
 - 3.1.3 Should any employee develop fever or any respiratory symptoms at any time, allow them to suspend work and advise them to seek medical attention promptly;
 - 3.1.4 Urge employees to truthfully declare their travel and residence history, and adopt corresponding measures as required by the authorities;
 - 3.1.5 Encourage and urge employees to get vaccinated against COVID-19.
- 3.2 Ongoing trainings should be provided to acquaint employees with their roles, responsibilities, work flow and others; familiarize them with the skills and guidelines on emergency handling. It is encouraged to provide trainings by means of videos or materials distribution to acquaint employees with necessary anti-epidemic knowledge on hygiene, disinfection and personal protection.
- 3.3 Employees should wear a mask at all times during work; the mask should not be removed unless absolutely necessary, such as eating.



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- 3.4 A minimum distance of 1 metre should always be maintained from others; encourage staff to communicate with guests via phone calls to reduce contact.
- 3.5 Employees should ensure hand hygiene: Before meals or after touching a public object or other potentially contaminated objects, wash hands with water and liquid soap, or rub hands with an alcohol-based handrub; avoiding touching the eyes, nose and mouth with unwashed hands.
- 3.6 Employees should observe respiratory etiquette: Cover the nose and mouth with a tissue paper when sneezing and coughing, and then wash hands immediately; if a tissue paper is not available, cover nose and mouth with a sleeve or the crook of an elbow instead of the palms.
- 3.7 Staggered meal times are recommended if staff meals are provided. Keep a distance of at least 1 metre from each other while eating, or set up waterproof partitions of at least half a metre high on the table to prevent the spread of droplets. Partitions should be disinfected with 1:100 diluted bleach solution after each meal;
- 3.8 If developing fever or respiratory symptoms, an employee should truthfully report to the health personnel during consultation. In the event that several employees exhibit fever, respiratory symptoms or any other anomaly at the same period of time, the concerned hotel should notify the Novel Coronavirus Response and Coordination Centre (Telephone: 28 700 800).

For personal hygiene and environmental disinfection guidelines, please visit the “Special Webpage Against Epidemics”: <https://www.ssm.gov.mo/PreventCOVID-19>