

Infectious clean classifications - Hotels and other community accommodation

This document outlines recommendations from an infection prevention and control perspective for infectious cleans as may be requested by NSW health protection and does not replace industry standard requirements where applicable. Infectious clean may however be applied in place of a hotel classification or as an enhanced process.

Cleaning for the hotel industry is normally classified into the following:

- Stay over clean – clean that is conducted periodically or daily during a guest stay
- Departure clean – clean that occurs at the end of guest stay
- Forensic clean – clean required for death/crime scene or similar.

Infectious cleans may be allocated in addition to industry standard cleans.

Why is cleaning and disinfection important in the hotel setting?

The use of commercial hotels for the quarantine of people with COVID-19 changed the approach to cleaning to prevent transmission of infectious diseases to other hotel guests, staff or visitors and to the wider community. Cleaning incorporated infection prevention and control principles usually reserved for health care facilities. Although hotels are no longer routinely used for quarantining, readiness for the accommodation of guests with a variety of infectious diseases will be an increasing possibility to the industry.

Infectious diseases are transmitted by contact (direct or indirect), droplet or airborne and possibly through a combination. Some diseases are able to spread more easily than others through contact indirectly with inanimate surfaces that have been contaminated. It is important that these surfaces are appropriately cleaned. It is also important to note that not all infections can spread via fomites (contact with objects and surfaces).

Cleaning of hotels should be structured around the known or likely means of infection transmission rather than the disease itself. Infections can be transmitted by direct or indirect contact or via aerosols/particles in the air. Direct contact can be from person to person, or from contact with contaminated environments. Aerosols/airborne particles can be generated by coughing/sneezing or can also be generated for some infections by shaking contaminated linen or vacuuming.

Infectious Cleaning

Infectious cleaning (that may be requested by Public Health) can be divided into 2 possible categories:

1. Infectious surface clean:

Applied where infectious particles are potentially spread through contamination and contact with inanimate objects and surfaces. This clean requires cleaning and disinfection of all surfaces with particular attention to those that a guest would have direct contact with

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2. Infectious air clean:

Applied where infectious particles may be generated and remain suspended in the environment until adequate air exchange occurs to filter these particles.

The above cleaning classification should be applied in addition to routine process (i.e. departure clean).

Infections that may require an infectious clean

(Note: this list is not exhaustive)

Conditions of concern (notified by Public Health or Guest):

- Monkeypox
- Clostridium Difficile
- Salmonella Typhi
- Hepatitis A and Hepatitis E
- Measles
- Other causes of gastroenteritis
- Novel or new emerging infection
- COVID-19 or acute respiratory symptoms outbreak
- High consequence infectious diseases (HCID)

Outbreaks of concern (notified by Public Health).

Stay over cleans should not occur where an infectious clean has been allocated.

Hotel to be notified of cleaning classification by guest (or local Public Health Unit) during isolation or prior to discharge for cleaning category required.

The following table (Table 1) provides details on the two processes of infectious cleaning – surface and air.

Table 1: Classification table

Infectious cleaning process – surface	Infectious cleaning process – air
High touch surface cleaning (e.g., TV remote, desk, light switches, door handles etc.).	Ventilate room to increase level of air exchange and promote dilution of infectious particles (windows open) or turn on air conditioner.
Therapeutic Goods Administration (TGA) registered disinfection products are to be used to adequately kill viruses and bacteria.	Room rested for minimum 30 mins – maximum 2 hours (dependent of standing air exchange) prior to the commencement of cleaning and disinfection. Increased resting times may be applied by local organisations.
Personal Protective Equipment (PPE) must be worn when cleaning. All staff should be familiar and be trained on how to appropriately put on and take off PPE to minimise risk of contamination.	High touch surface cleaning (e.g., TV remote, desk, light switches, door handles etc.).
Perform hand hygiene with an alcohol-based hand sanitiser or with soap and water to reduce the spread of bacteria and viruses.	TGA registered disinfection products are to be used to adequately kill viruses and bacteria.
Linen and bedding that cannot be laundered or wiped down should be discarded. Linen, bedding and towels should be handled gently, avoiding shaking or agitating to reduce the spread of infectious particles.	PPE must be worn when cleaning. All staff should be familiar and be trained on how to appropriately put on and take off PPE to minimise risk of contamination.
Waste should be placed in a garbage bag and tied off securely. Bagged waste should then be placed directly into the general waste bin.	Perform hand hygiene with an alcohol-based hand sanitiser or with soap and water to reduce the spread of bacteria and viruses.
	Linen and bedding that cannot be laundered or wiped down should be discarded. Linen, bedding and towels should be handled gently, avoiding shaking or agitating to reduce the spread of infectious particles.
	Waste should be placed in a garbage bag and tied off securely. Bagged waste should then be placed directly into the general waste bin.

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Cleaning and disinfection recommendations

- The most highly contaminated areas will be those in which the guest has spent the most time and contact. Cleaning and disinfection is recommended for all areas of the hotel room with particular attention to frequently touched items and surfaces (TV remote, light switches, chairs, door handles, curtain rods, telephone). Refer to Figure 1: High touch points.
- An infectious clean requires 2 steps. The first is cleaning, which uses a detergent solution or pre-packaged wipes to remove organic matter and the second is disinfection (with an appropriate product). There are dual purpose products which include both steps in one product.
- Thorough cleaning is required before disinfection. For more information refer to Figure 2: Step by step infectious clean process – surface / air.
- Disinfection uses chemicals (disinfectants) to kill germs (bacteria and viruses) on surfaces and objects. Some common disinfectants include bleach and alcohol solutions. Disinfection is recommended for all areas where a person with an infection has spent time during their infectious period.
- Cleaning should be performed from cleanest area (outside bed) to dirtiest area (bathroom). The bathroom should be cleaned last.
- Cleaning of high touch point surfaces with a cleaning and disinfection solution (dilution as per manufacturers instruction) or using pre-packaged wipes is recommended.
- Cleaning from top down, working from clean to dirty in an “S” shaped pattern, taking care not to go over the same area twice.
- Bathrooms are likely to be heavily contaminated. Use new cleaning cloths for all bathroom surfaces, and clean from cleaner to dirtier (i.e., do not clean the toilet with a cloth, then use the same cloth to wipe down the benchtop).
- Hard floor surfaces should be mopped.
- Vacuuming - for carpeted areas, vacuuming should be done with a vacuum cleaner fitted with a high-efficiency filter. If this is not available, the person vacuuming should wear suitable respiratory protection (well-fitting respirator mask and protective eyewear).
- Fogging or misting is not recommended.

Linen management

- Linen, bedding and towels should be gently handled avoiding shaking or agitating to reduce the spread of infectious particles. They should be placed in an impermeable container or bag that can be disinfected afterwards. For hotels with outsourced

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laundry providers, linen to be placed in a designated bag and to be sent separately. Laundry to be informed.

- Linen should be held away from the body to avoid potential risks of contamination.
- **All** bed linen and towels should be laundered using regular laundry detergents in a separate load, in a warm or hot water cycle.
- Bedding, including pillows, which cannot be laundered or wiped down must be discarded.
- Hand hygiene must be performed following the removal of gloves from the handling of used linen.

Disposal of waste

- Guests should be provided with cleaning items such as garbage bags, disinfectant wipes and dish cloths.
- Waste should be placed in a garbage bag and tied off securely. Bagged waste should then be placed directly into the general waste bin (not in recycling).
- All eating utensils should be washed in a dishwasher or by hand with hot water and liquid detergent and allowed to dry.

Steam cleaning is an acceptable method to use on visibly soiled soft furnishings, couches, curtains, rugs, pillows, chairs and carpets that are unable to be disinfected with chemical disinfectants. Masks, protective eyewear and gloves must be worn.

References (For your information)

[Infection Prevention and Control of Monkeypox in Healthcare Settings](#), Centres for Disease Control and Prevention. (July 2022).

[Disinfection of the Home and Non-Healthcare Settings](#), Centres for Disease Control and Prevention. (June 2022).

[Factsheet for health professionals on monkeypox](#), European Centre for Disease Prevention and Control. (June 2022).

[Monkeypox](#), NSW Health. (August 2022).

[Monkeypox: people who are isolating at home](#), Gov.uk (July 2022).

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Figure 1: High touch points



Door handles / doors



Toilet buttons / toilet roll holders



Shared computers / keyboards / mouse



Benchtops / counters



Lift buttons



**Tables and backs of chairs
(Where hands move the chairs)**



Taps / sinks in bathrooms and kitchens



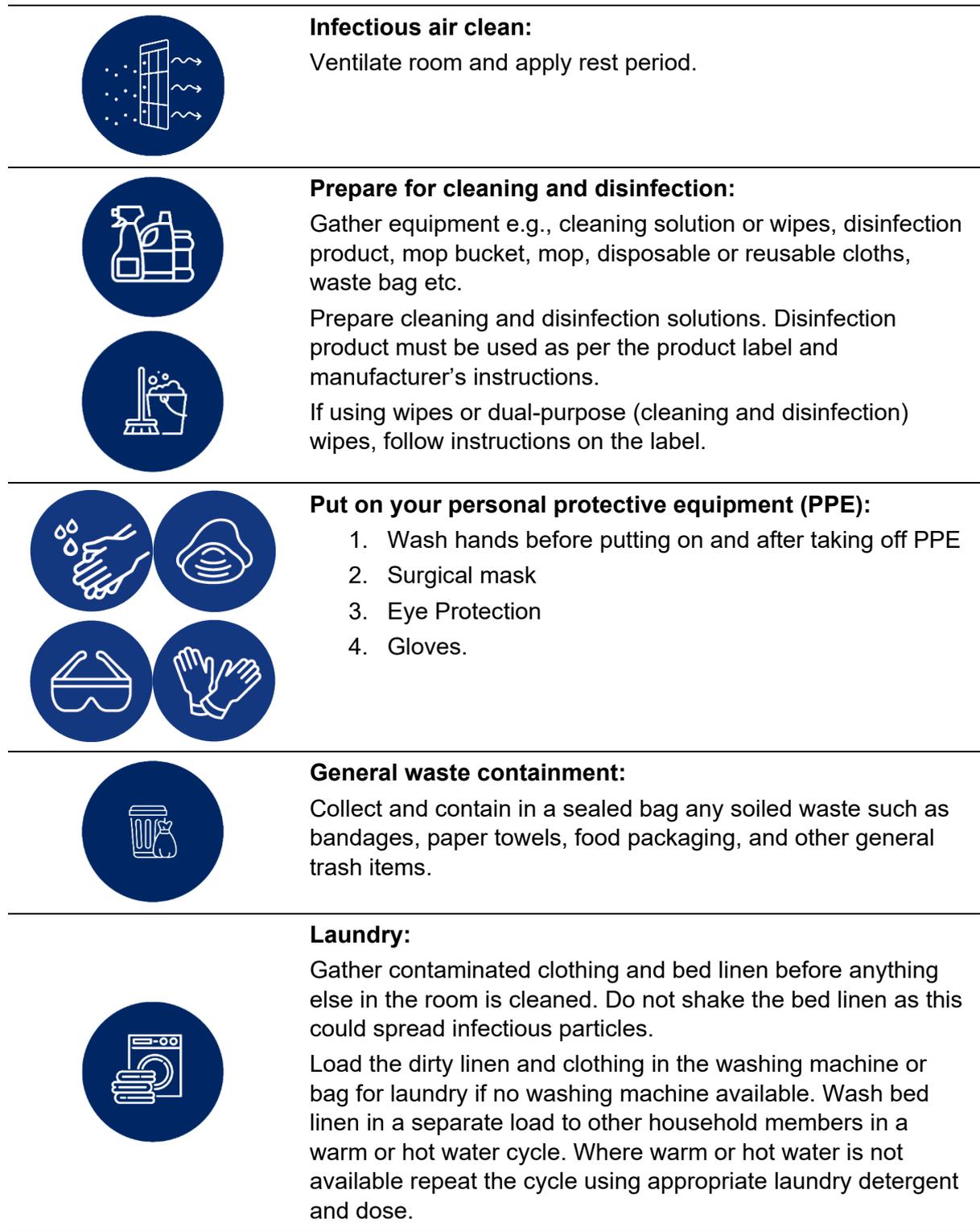
Coffee machines



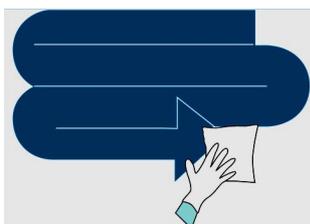
Light switches

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Figure 2: Step by step infectious clean process – surface / air



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Cleaning and disinfection:

Commence cleaning from top down of high-touch surfaces (e.g., door handles, light switches). Clean first with a solution of detergent or soap and warm water (dilution as per manufacturer's instruction) or using pre-packaged wipes.

Continue by wiping with a disinfectant solution (dilution as per manufacturer's instruction), rinse or leave to dry as appropriate, as per manufacturer's instructions.

Working from clean to dirty, wipe in an 'S' shaped pattern, taking care not to go over the same area twice.



Commence cleaning of furniture, fixtures and fittings in the area:

- Hard surfaces and household items
- Carpet and flooring
- Bathroom and toilet
- Mop floor.

Dispose of bagged waste in general waste bin.



Remove PPE in the following order:

1. Remove gloves
2. Perform hand hygiene
3. Remove eye protection
4. Perform hand hygiene
5. Remove mask
6. Perform hand hygiene.

Note: if you have worn an apron or gown remove it after hand hygiene and before eye protection.

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Perform hand hygiene with an alcohol-based hand sanitiser or with soap and water to reduce the spread of bacteria and viruses.

Hand hygiene should be performed:

- Before:
 - Putting on and removing PPE such as masks, gloves, and goggles.
- After:
 - Disposing of waste
 - Handling and laundering linen
 - Cleaning and disinfection
 - Contact with a contaminated surface.