



Annex A: Safe Management Measures and Protocols for Accommodation Providers (Hostels)

This Annex A is put together by the Singapore Tourism Board (STB) and incorporates input by multiple agencies involved in managing the COVID-19 situation. We have included policies, procedures and controls that hostels must establish and apply in order to mitigate the risk of transmission of COVID-19.

Hostels, including those granted permission to provide leisure bookings, must comply with all mandatory measures. Recommended measures are left to hostels' discretion to implement but are strongly encouraged. While the majority of the Safe Management Measurements (SMMs) mentioned in the Updated Circular on Safe Management Measures Required for Hostels (Hostel Circular) and this Annex A are drawn from the relevant Control Order (as defined in the Hostel Circular) and are summarised for the convenience of hostels, these are not exhaustive, and the prevailing Control Order will prevail in case of any inconsistency.

It is a "live" document and subject to further changes as the COVID-19 situation evolves. For any enquiries, please contact STB at STB_Hotels@stb.gov.sg.

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Useful Resources <ul style="list-style-type: none">• Singapore Tourism Board – Safe Management Measures for Hostels https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-hotels.html#advisoryforhostels• Gobusiness Singapore, Sector specific Requirements https://www.gobusiness.gov.sg/safemanagement/sector/• Enterprise Singapore - Safe Management Measures for Food & Beverage (F&B) establishments and Retail and lifestyle-related services https://www.enterprisesg.gov.sg/covid-19/safe-distance• Ministry of Manpower - Safe Management Measures at workplaces https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures• Pre-Event Testing (PET) information https://www.moh.gov.sg/covid-19/pet• Immigration Checkpoints Authority – Safe Travel https://safetravel.ica.gov.sg/arriving/overview• National Environment Agency's List of Toxic Industrial Waste Collectors https://www.nea.gov.sg/our-services/pollution-control/hazardous-waste/toxic-waste-control/toxic-industrial-waste

OVERVIEW OF MEASURES

All hostels must comply with the following measures:

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
<u>Prevailing safe management measures: Entry to Hostel</u>	
1. 24/7 Staff Manning	<p><u>Mandatory</u></p> <p>a. Hostels must ensure there is at least one staff or contractor (e.g. security guard) present and on duty at all times (i.e. 24 hours and 7 days a week) to ensure the hostel is compliant with the Control Orders and the mandatory SMMs.</p>
2. Contact Tracing	<p><u>Mandatory</u></p> <p>a. Hostels must implement TraceTogether (TT)-only SafeEntry (SE) for contact tracing of every individual to their hostel premises (including each guest, visitor, delivery personnel, contractor and staff), as well as any F&B and recreational facilities located within the hostel and refuse entry to any individual who refuses to comply.</p> <p>b. Hostels are required to deploy SafeEntry Gateway (SEGW) as an additional mode of check-in available to guests and visitors.²</p> <p>c. Hostel must deny entry to the following individuals:</p> <ol style="list-style-type: none"> a visitor to the hostel who is subject to a movement control measure to be complied with at a different location (e.g., home isolation order or stay-home-notice at a Government isolation facility); those who have a positive Polymerase Chain Reaction (PCR) or Antigen Rapid Test (ART) test result.
3. Wearing of Masks	<p><u>Mandatory</u></p> <p>a. Hostels must require every individual (including each guest, visitor, delivery personnel, contractor and staff) to wear a mask within the hostel, except where allowed under the relevant Control Order (e.g. where a guest is within his or her room, engaging in strenuous physical exercise, eating, drinking, etc.).</p>
<u>Prevailing safe management measures: Front Office / Lobby</u>	
4. Required approval by hostel to accept bookings	<p><u>Mandatory</u></p> <p>a. Hostels must require every guest, before providing them accommodation, to make a declaration as to his or her purpose in staying at the hostel and, where the guest is the holder of a work pass issued under the Employment of Foreign Manpower Act, to provide the name of the employer as specified in the work pass and the contact number or other contact particular of the employer³. Hostels must keep the</p>

¹ ATP and VTL travellers are not required to serve Stay Home Notice (SHN). However, the traveller must remain isolated in his/her assigned room at a self-sourced accommodation during the isolation period until the post-arrival COVID-19 Polymerase Chain Reaction (PCR) test result is confirmed to be negative. Please refer to ICA's website on SafeTravel for full details at <https://safetravel.ica.gov.sg/>.

² For information on SEGW, please refer to: <https://support.safeentry.gov.sg/hc/en-us/articles/900004492446-SafeEntry-Gateway-Overview>

³ To avoid doubt, this requirement is imposed under the Control Order and is in addition to guest information required under the Hotels Licensing Regulations.

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
	<p>declaration records above for not less than 28 days after the end of the guest's stay in the hostel.</p> <p>b. Hostels must seek declaration from guests on their health status e.g., COVID-19 positive, COVID-19 negative etc. at the point of check-in to ascertain the appropriate healthcare protocols to be put in place.</p> <p>Leisure Guests</p> <p>c. Except with the written approval of MTI, <u>hostels must not allocate accommodation (i.e. accept bookings) to any individual for the purposes of leisure (e.g. staycation)⁴; such permission may only be granted in respect of private ensuite rooms only.</u></p> <p>d. Hostels may allocate accommodation (i.e. accept bookings) to individuals for non-leisure reasons which generally fall into two broad categories:</p> <ul style="list-style-type: none"> i. Home environment not available or accessible e.g. home environment is in disrepair such as leaking aircon, toilet malfunction etc.; persons locked out of their home due to keys being misplaced etc.; returnees who have completed their Stay-Home-Notice (SHN) at dedicated facilities but do not have a home as they do not ordinarily live in Singapore; or ii. Home environment not suitable or not conducive due to work commitments or domestic conditions e.g. domestic disputes at home; workers on shift work who may require a temporary place of accommodation for a night's rest (e.g. Healthcare workers); healthcare workers who wish to isolate themselves from other family members living in the same home. <p>Inbound Travellers (including returning Singaporeans)</p> <p>e. Hostels are allowed to accept room bookings from the following groups of inbound travellers if prior approval is obtained to accept leisure bookings:</p> <ul style="list-style-type: none"> i. In-bound travellers who have completed serving their SHN; and ii. In-bound travellers who entered Singapore under the various travel lanes, including but not limited to, the ATP and VTL. <p>f. Please refer to ICA's website for the most updated measures for in-bound travellers in relation to COVID-19.</p> <p>g. Hostels must check what travel lane or scheme the guest is arriving from and provide clear communications via booking channels if the intention is not to accept the guest of a certain profile.</p> <p>h. If a traveller had failed to declare his/her status at point of booking and refuses to cooperate, the hostel should reject the traveller upon arrival, and report to <u>COVID_SafeTravelEnquiries@mti.gov.sg</u>.</p> <p>i. Hostels must request for documentary proof as to the nature of the guest's entry to Singapore, as due diligence before accepting the booking or at the point of check in.</p>

⁴ For details on application for approval, please refer to <https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-hotels.html#advisoryforhostels>.

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
	<ul style="list-style-type: none"> Air Travel Pass (ATP) – ATP Approval Letter Vaccinated Travel Lane (VTL) – Vaccinated Travel Pass Letter
4. Allowing only vaccinated guests and visitors to enter the rooms	<p><u>Mandatory</u></p> <p>a. From 1 February 2022, VDS will be expanded to hostels⁵. Only <u>guests and visitors</u> who meet the following will be given access to the rooms:</p> <ol style="list-style-type: none"> Fully vaccinated⁶; or Recovered from COVID-19 in Singapore with unvaccinated or incomplete vaccinated status within 180 days, starting from the day of the first positive PCR test result, or positive healthcare-administered ART result for symptomatic persons; or Children aged 12 years old and below who are unvaccinated; or Certified medically ineligible <p>b. For clarity, unvaccinated or partially vaccinated individuals may enter the hostel, premises, but will not be allowed to enter the parts of the premises where sleeping facilities are provided (e.g. guest floor and guest rooms).</p> <p><u>Short-term foreign guests</u>⁷</p> <p>c. Short-term foreign guests do not need to meet the criteria in Paragraph 5(a) above for a <u>period of 30 days from the day of arrival</u> to stay at the accommodation.</p> <p>For example, a guest who arrives in Singapore on 1 February 2022 will be able to stay at the hostel until 2 March 2022.</p> <p>d. These guests will not be allowed to continue staying in the hostel beyond the 30 days unless they qualify for VDS during this period.</p> <p>e. These guests will <u>not</u> be able to enter other VDS settings during the 30 days (e.g. dine-in at F&B outlets, entering shopping malls, gyms, etc.) unless they qualify for VDS during this period.</p> <p><u>Long-term stayers</u>⁸</p> <p>f. Guests whose <u>place of residence</u> is the hostel do not need to meet the criteria in Paragraph 5(a) above to reside in the accommodation.</p> <p>g. If the individual leaves the residence for a new accommodation, the exemption no longer applies, and the individual will need to meet the criteria in Paragraph 5(a) above to reside in the new accommodation.</p>

⁵ Including serviced apartments with a Certificate of Registration under the Hotels Act.

⁶ An individual is fully vaccinated if he has received the appropriate regime of WHO EUL vaccines including their respective duration post-vaccination for the vaccine to be fully effective (see <https://go.gov.sg/vdsmminfo>). From 14 Feb 2022, persons aged 18 years and above who have completed the primary vaccination series and are eligible for booster vaccination will be considered fully vaccinated for 270 days after the last dose in their primary vaccination series. The same will apply to persons aged 12 – 17 years old from 14 March 2022. Upon receiving the booster, they will continue to maintain their fully vaccinated status; or recovered from COVID-19 and have completed their vaccination regime.

⁷ Defined as those who stay less than 90 days and do not have a place of residence in Singapore.

⁸ Defined as those who stay 90 days and more.

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
	<p>h. Hostels are required to ensure the vaccination status of guests and visitors are verified before granting access to the rooms.</p> <p>Where practicable, hostels are encouraged to have CCTV coverage at areas where vaccination checks are conducted. CCTV footages should be kept for at least 28 days.</p>
6. Reducing physical interaction and implementing safe distancing for seating, queues and crowd control	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> a. Events on the premises must be disallowed or stopped immediately if these happen. Hostel must implement control mechanisms to prevent bunching and to disperse crowds. b. Implement queue markers with at least 1 metre spacing between individuals where queues are expected. c. Space all seats at lobbies and at other publicly accessible common areas that are not fixed to the floor at least 1 metre apart and demarcate alternate seats at lobbies and at other publicly accessible common areas that are fixed to the floor as seats not to be occupied. d. Demarcate flooring in all lift lobbies and smoking areas to limit capacity to at least 1 metre spacing between individuals. e. Maintain at least 1 metre spacing between terminals at the front desk. f. For guests who require isolation, from arrival at the hostel, to entering the private ensuite rooms for their respective isolation, hostels are to ensure that each guest is brought to his or her room in a manner that will ensure that the guest does not at all times come within one metre of any other guest or visitor. g. Hostels must manage the entrances and walkways in the hostel premises such that guests who require isolation do not experience prolonged exposure with other guests upon arrival and en-route to the hostel rooms. h. Hostels must ensure that proper signages are put up and prominently displayed to inform guests that the hostel is accommodating other guests who need to be isolated. <p><u>Recommended</u></p> <ul style="list-style-type: none"> i. Prop open entry doors or activate automated doors to minimise contact with door handles. j. Offer virtual key cards for enablement on mobile phones of guests. k. Implement cash-free contactless payment methods with soft-copy receipts sent via emails.
7. Check-in	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> a. Hostels must stagger the check-in and check-out timing for guests allocated to different rooms (but not where guests are from the same household).

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
	<p>b. Hostels must limit the total occupancy in the lobby area to no more than 1 individual per 10 square metres of space accessible to guests and visitors at any point in time⁹.</p> <p>c. Guests staying for non-leisure purposes should not be allocated the same room as guests staying for leisure purposes.</p> <p>d. From 1 February 2022, Vaccination-Differentiated Safe Management Measures (VDS) will be expanded to leisure guests in hotels, hostels and serviced apartments. More details will be shared with hostels to operationalise this enhancement.</p> <p><u>Recommended</u></p> <p>e. Implement online check-in for guests to minimise waiting time at the lobby. Hostels are encouraged to explore facial recognition solutions and utilise STB's E-Visitor Authentication (EVA) to comply with authentication requirements.</p> <p>f. Serve welcome drinks in guests' rooms instead of at the lobby¹⁰.</p>
<u>Prevailing safe management measures: In-room environment and services rendered</u>	
8. During Stay (General)	<p><u>Mandatory</u></p> <p>a. The bedding requirements for single beds to be placed at least 1 metre apart and for bunk beds to be occupied such that each level of a bunk bed must not be adjacent to an occupied level of an adjacent bunk bed (i.e. chequerboard fashion). This will not apply for private ensuite rooms booked for leisure stays.</p> <p>b. Each private ensuite room must only be allocated to guests and visitors of a single booking and must be allocated to no more than the permissible social gathering group size (including guests and visitors) on any single day in any guest room when these rooms are sold for leisure, except where the individuals are all from the same household (i.e. same address on NRIC), and even then up to the maximum number of occupants for the room type (as per the approved plans by URA and/or SCDF), whichever is the lower.</p> <p>c. All individuals (including guests and visitors) occupying the private ensuite room for leisure must be pre-registered and checked in prior to arrival and required to present themselves at the front desk for registration before being allowed entry to the guest room.</p> <p>d. Hostels must inform guests and obtain documented acknowledgment from them as to the maximum permissible group size under the Control Order for the purposes of leisure¹¹ per room and the corresponding penalties in the event of any non-compliance via sending a pre-arrival email, acknowledgment at point of check-in, or such other means as may effectively communicate these.</p>

⁹ Computed by dividing the total square metres of space accessible by guests and visitors by 10. To avoid doubt, this limit on occupancy excludes staff, delivery personnel, contractors and other individuals who are not guests or visitors.

¹⁰ Sales and consumption of alcohol in all F&B establishments is prohibited after 2230hrs daily. However, guests can continue consumption of alcohol in their own guestrooms.

¹¹ Not more than 5 individuals (including guests and visitors) to a guestroom or pair of inter-accessible guest rooms on any single day, except where the individuals are all from the same household (i.e. same address), and even then up to the maximum number of occupants for the room type, whichever is the lower.

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
	<p>e. Display signage at lift lobbies and other prominent publicly accessible common areas as to maintaining a safe distance of at least 1 metre between any two individuals and the maximum permissible group size under the Control Order for the purposes of leisure and the corresponding penalties incurred if guests and visitors do not comply.</p> <p>f. Ensure that every visitor to a guest room (not applicable to ATP and VTL guests unless and until they have completed the requisite isolation period as elaborated below) is pre-registered by the guest prior to arrival and presents himself or herself at the front desk for registration before being allowed entry to the guest room. Hostels must also ensure that the entry of every visitor to a guest room is monitored through effective means such as use of visitor passes, or staff stationed at lift lobbies. Records of pre-registration, registration and monitoring of visitors must be kept for not less than 28 days after the day the record is made. If a guest room or pair of adjoining guest rooms where the connecting door(s) may be opened by guests during the stay already has the maximum permissible group size, the hostel must deny entry to the room to any other individual for that day.</p> <p>g. Monitor the movement of guests and visitors in common areas accessible to them and for suspicious behaviour of guests and visitors; in particular, the movements to rooms and the behaviour of guests and their visitors who are celebrating special occasions.</p> <p>h. Implement regular security patrols and recorded closed-circuit television (CCTV) surveillance on the movement of guests and visitors in common areas accessible to them, and for suspicious behaviour of guests and visitors. The recorded CCTV footage must be kept for not less than 28 days from the time of recording.</p> <p>i. Control access by guests to shared facilities to minimise physical interaction between guests staying in different guestrooms of the hostel.</p> <p><u>Recommended</u></p> <p>i. Implement key drop and express check-out options.</p> <p>j. Disable all common ice machines and water coolers provided for guests and visitors.</p> <p>k. Provide mini-bar items only on request via packaged delivery left outside the guest room or via autonomous delivery technology.</p> <p>l. Adopt and encourage use of digital solutions such as chatbots for guest interaction to reduce the need for guests to physically approach the front desk or concierge for information or requests.</p> <p>m. Implement opt-in housekeeping services.</p>
9. During Stay (Applicable for guests)	<p><u>Mandatory</u></p> <p>a. Hostels are to take all reasonably practicable steps to ensure guests on isolation undertake isolation in accordance with their movement control measure (e.g. Stay-Home-Notice). They are not permitted to leave their room, except for swab tests,</p>

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
needing isolation)	<p>medical reasons and emergencies. They must not be permitted any visitors. They must not engage in physical interaction with other guests or visitors across guest rooms (e.g. passing items across balconies). If they are found outside their rooms, staff must immediately advise such guests to return to their rooms and report the incident to respective authorities. To avoid doubt, ATP and VTL guests are allowed to have visitors in their rooms only after they have obtained a negative on-arrival test status.</p> <p>b. The hostel is to monitor unauthorised movement of the self-isolation guests during their period of isolation from the hostel's Fire/Security Command Centre and control access points. For VTL and ATP travellers, Hostels can report breaches to the STO contact centre, and also by emailing VT_Ops@caas.gov.sg and COVID ATP_Ops@caas.gov.sg.</p> <p>c. During guests' isolation period, hostels must restrict their access to common facilities (e.g. programme key cards to prevent access to gym, etc.) and remind them not to leave their room nor use any common facilities.</p> <p>d. Where the guestroom has a balcony, the hostel must remind guests that masks must always be worn when using the balcony and that there must not be physical interaction across balconies (e.g. passing items across balconies).</p> <p>e. There must be no physical interaction between the staff and guests at any time, except to render help in an emergency. Where works must be conducted in a guestroom (e.g. maintenance of ventilation), the hostel must arrange for the guest to change rooms before such works are performed.</p> <p>f. Hostels must <u>not</u> carry out housekeeping services in-room for such guests. Hostels are to provide the guests with bed linen and laundry bags for guests to change their own bedlinen.</p> <p>g. Hostels must provide cleaning equipment for guests with en-suite bathrooms so the guests can clean their own bathrooms.</p> <p>h. Hostels must assist in delivery of food and other sundries to guestrooms (e.g., laundry). External visitors are not allowed to deliver the items directly to guestrooms; these items are to be left at the hostel Front Desk and placed outside guestrooms by the hostel staff.</p> <p><u>Recommended</u></p> <p>i. During guests' period of isolation, meals should be provided in individual portions, in disposable containers with disposable cutlery, and placed outside rooms to minimize interaction. If these guests request for reusable cutlery, they are responsible for washing their own reusable cutlery. Staff must properly dispose of the reusable cutlery at the end of their stay/ isolation period.</p> <p>j. When facilitating the transfer of guests who need to attend to their COVID-19 testing requirements, the transport bay or pick-up point should be managed such that exposure to other guests and members of public is minimized, e.g. hostels should implement different waiting zones for different types of guests awaiting their transport, hostel staff should usher guests to the pick-up point.</p>

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
	<p>k. In-house laundry services should be avoided, where possible. If in-house laundry services are provided, to provide bags for laundry, soiled towels and bedding for all guests on isolation, in order for housekeeping to pick up without entering the guest room. Clean linen can also be left at the door for guests to self-help in changing out the linen.</p> <p>l. Hostels should also call guests on isolation daily to ensure that they are safe and coping well during their isolation period.</p>
Prevailing safe management measures: Common facilities and function areas	
10. Density requirement, permitted access for guests on isolation and VDS requirement	<p><u>Mandatory</u></p> <p>a. All recreational facilities within the hostel premises shall remain closed until further notice (e.g. TV/games room). The pantry area may continue to be used by guests; however, each guest should be seated at least 1 metre apart from all other guests at all times in the pantry and at common areas such as corridors / lobbies.</p>
11. Dine-in at F&B	<p><u>Mandatory</u></p> <p>a. Please refer and adhere to ESG's latest guidelines for SMMs for F&B establishments.¹²</p>
12. Workplace SMMs and Staff Safety	<p><u>Mandatory</u></p> <p>a. Please refer to and ensure adherence to MOM's latest guidelines for SMMs for workplaces at https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures.</p> <p>b. Please refer to MOH's guidance on infection prevention and control measures in all hostels and hostels amid the COVID-19 situation.</p> <p>c. All staff must wear a mask at all times and adhere to the prevailing SMMs.</p> <p>d. Ensure that all on-site staff (including seniors aged > 60 years) whose duties require them to perform cleaning activities or come into direct contact with guests and their belongings/items are fully vaccinated. This includes all external staff who are working on-site, including those from outsourced services and not under the direct employment of the hostel.</p> <p>e. Individuals who are unvaccinated due to medical ineligibility (especially seniors aged > 60 years) must not be deployed to areas where their duties require them to perform cleaning activities or come into direct contact with guests and their belongings/items.</p>

¹² SMM Guidelines by Enterprise Singapore can be found at <https://www.enterprisesg.gov.sg/covid-19/safe-distance>

Measures/ Areas	Hostel guests - including guests on Air Travel Pass (ATP) & Vaccinated Travel Lane (VTL) ¹
	<p>f. Hostels must require staff to undergo the “Fast & Easy Testing” (FET) COVID-19 testing regime.¹³ FET is mandatory for all staff, whether frontline or back-of-house, in the following higher risk-settings:</p> <ul style="list-style-type: none"> i. Staff who work in facilities on hostel premises that are allowed to open and require interaction with guests and visitors in mask-off settings (e.g. pools, gyms, fitness centres, spas, and areas where F&B is consumed such as dine-in F&B outlets, function areas, club lounge, in-room dining, staff canteen, etc.); ii. Staff who work in Personal Care Services (PCS) on hostel premises that are allowed to open and require prolonged contact between individuals (e.g. facial and nail services, spas / saunas, massage establishments, hairdressing and make up services); iii. Staff who work in Housekeeping (laundry / room and public area cleaning) and also staff who place/remove meals and other items outside rooms or guests on isolation; and iv. Staff who work in Front Office, Bell Hop / Concierge, or Security who have interaction with guests and visitors. <p>g. Hostels must assign a Safe Management Officer to monitor and ensure all necessary policies, procedures and controls are adequate and implemented, to remedy without delay any instances of non-compliance, to conduct a risk assessment in respect of COVID-19 infections arising from carrying on the business of a hostel (with recommendations to mitigate any risks identified) and to provide advice to staff where required.</p> <p><u>Recommended</u></p> <p>h. Encourage all medically eligible staff to receive their booster doses¹⁴.</p>

¹³ For more information on FET, please refer here:

https://www.gobusiness.gov.sg/images/guides/Stringent%20FET%20Notice_STB12OctFinal.pdf

¹⁴The following persons should receive a booster dose of a PSAR mRNA vaccine, from about five months after completion of their primary series: (i) persons aged 30 years and above (ii) residents of aged care facilities (iii) healthcare and frontline workers aged 18 years and above (iii) persons and staff aged 18 years and above in institutionalised setting.

Measures/ Areas	Hostel guests - including guests on Air Travel Pass ("ATP") & Vaccinated Travel Lane ("VTL") ¹
	<ul style="list-style-type: none"> i. Implement measures to reduce the risk of transmission to staff who are unvaccinated due to medical ineligibility within the work setting (e.g. dedicated rest area etc.). j. Staff toilets should be provided for in the staff rest areas. Staff are encouraged to use the dedicated staff toilets and refrain from using toilets meant for hostel guests or public, wherever possible. k. It is strongly recommended that portable air cleaners are used at staff rest areas or in staff pantry where staff are likely to remove their mask (e.g. for eating and drinking). For detailed guidance on ventilation measures and sizing of air cleaners, please refer to NEA's guidelines.¹⁵.
13. Environmental Hygiene	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> a. Refer to NEA's guidelines on keeping and maintaining the premises in a clean and sanitary condition¹⁶ and SG Clean measures where applicable. b. Inspect publicly accessible common areas frequently for cleanliness. c. Common high-touch surfaces (e.g. tables and chairs) and flooring must be cleaned and disinfected regularly (at least 3 times a day) using effective disinfectant or 70% alcohol wipes. The list of effective active ingredients can be found in NEA's list of household disinfectants and self-disinfecting surface coating products against COVID-19 virus.¹⁷ Staff rostered to carry out such cleaning duties should be clearly documented. d. Provide, at all times, adequate toilet paper, soap or liquid detergent, litter bins, and clean towels or hand dryers for any toilet which the public has access to and for staff toilets. e. Conduct toilet cleaning according to NEA's 'Guidelines for Environmental Cleaning and Disinfection of Public Toilets in Non-Healthcare Premises'.¹⁸

¹⁵ For guidance on improving ventilation and indoor air quality in buildings amid the COVID-19 situation: <http://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/guidance-on-improving-ventilation-and-indoor-air-quality-in-buildings-amid-the-covid-19-situation>

For the technical advisory on use of air-cleaning technologies to mitigate COVID-19 aerosol transmission risk: <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidance-note-on-use-of-air-cleaning-technologies-to-mitigate-covid-19-aerosol-transmission-risk>

¹⁶ NEA's guidelines can be found here:

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/general-sanitation-and-hygiene-advisory-for-premises-owners-and-operators>

¹⁷ NEA's list can be found here:

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>

¹⁸ NEA's guidelines can be found here:

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidelines-for-in-house-cleaning-and-disinfection-of-areas-exposed-to-covid-19-cases-in-non-healthcare-premises>

Measures/ Areas	Hostel guests - including guests on Air Travel Pass ("ATP") & Vaccinated Travel Lane ("VTL") ¹
14. Linen Management	<p>f. Provide, at all times, easily accessible disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes for the free use of guests, visitors, staff at publicly accessible common areas and back-of-house staff areas, including near high-touch surfaces such as handrails, door handles, reception counters, and lift buttons.</p> <p>g. Sanitise keys and key cards before handing over to guests.</p> <p>h. Deep clean carpets and upholstery between different guests occupying the room.</p> <p>i. Clean and disinfect room service equipment before and after each use.</p> <p><u>Recommended</u></p> <p>j. Take precautionary measures to implement a structured cleaning and disinfection regime which can be carried out by in-house cleaners to minimise the risk of transmission. Hostels should keep a cleaning log to record each time the premises are cleaned.</p> <p>k. Manage environmental contamination due to infected guests by performing in-house cleaning and disinfection measures in accordance with NEA's "Guidelines for In-House Cleaning and Disinfection of Areas Exposed to COVID-19 Cases in Non-Healthcare Premises".¹⁹</p> <p>l. Use HEPA filters for dry vacuum cleaners.</p> <p><u>Recommended</u></p> <p>a. All used or soiled linen should be handled as gently as possible to prevent possible contamination of the handler or environment (e.g. do not toss or throw about while they are being packed into laundry bags).</p> <p>b. Disposable gloves should be used when handling soiled linen contaminated with blood or bodily fluids.</p> <p>c. Staff should avoid "hugging" used / soiled linen and bedding prior to washing it to prevent contaminating themselves and must wash their hands thoroughly with soap and water after performing their duties.</p>

¹⁹ NEA's guidelines can be found here:

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidelines-for-in-house-cleaning-and-disinfection-of-areas-exposed-to-covid-19-cases-in-non-healthcare-premises>

Measures/ Areas	Hostel guests - including guests on Air Travel Pass ("ATP") & Vaccinated Travel Lane ("VTL") ¹
15. Ventilation System	<p><u>Recommended</u></p> <ul style="list-style-type: none"> a. All occupied spaces should be provided with adequate and operational ventilation systems. Outdoor air intake and supply to occupants should meet the requirements prescribed in the Code of Practice for Air-conditioning and Mechanical Ventilation in Buildings (ACMV; SS553:2016 including Amd 2). For further guidance on measures to reduce risk of airborne transmission in indoor spaces, please refer to NEA's guidelines.²⁰ b. Guestrooms should be served by individual ACMV systems or natural ventilation. Recirculated air should be treated by high efficiency filters (at least MERV14). As a precaution, premises owners could be guided by the recommendations provided by BCA and NEA in MOH's infection prevention and control measures document. c. It is strongly recommended that adequately sized portable air cleaners with HEPA filter are deployed at high risks spaces, such as rooms with poor ventilation, common corridors, and common areas / facilities where hostel guests are engaging in activities which require them to remove their mask (e.g. restaurants, gyms etc), and common corridors with confirmed COVID Positive (C+) / ART positive (Ag+) guestrooms. Please refer to NEA's guidelines for details on selecting air cleaning technologies.²¹ d. ACMV systems should be regularly checked to ensure proper operations and maintenance. This includes the changing of filters and cleaning of the air ducts and pipes. Please refer to SS553:2016 for guidance on ACMV system maintenance. e. Staff should don the appropriate PPE (i.e. eye protection, surgical mask, gloves) when changing the filters of the air-conditioning and mechanical ventilation system.

²⁰ NEA's guidelines can be found here:

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/guidance-on-improving-ventilation-and-indoor-air-quality-in-buildings-amid-the-covid-19-situation>

²¹ NEA's guidelines can be found here:

<https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidance-note-on-use-of-air-cleaning-technologies-to-mitigate-covid-19-aerosol-transmission-risk>

MANAGING C+ / AG+ CASES

1. Where there are cases of C+/Ag+ guests within the Hostel, Hostel should arrange for them to be conveyed out by MOH.
2. If there are a total of ≥ 10 C+ cases over 3 consecutive days in your hostel, please submit details of C+ cases via the FormSG link here: <https://form.gov.sg/615dc38cd1067600122e5c3a>.

Management of Ag+/C+ Staff

Steps:

1. Immediately self-isolate Ag+/C+ staff

- a. **If staff is well but tests Ag+:** Staff must self-isolate for 72 hours and work from home even if staff is physically well. After taking another Antigen Rapid Test (ART), if the result is negative, staff may return to the workplace. However, if the ART result is positive, staff must continue self-isolating and self test until an ART negative test result is obtained. If staff is unwell, to seek medical attention.
- b. **If staff tests C+:** Staff will be placed on Home Recovery Programme (HRP) by default, unless otherwise indicated in the Isolation Order sent by MOH. For fully vaccinated individuals, staff will be automatically self-discharged on Day 10, 12pm onwards. On the other hand, for partially vaccinated or unvaccinated individuals, staff will be automatically discharged on Day 14, 12pm onward instead.
- c. **If staff is unwell:** Staff are to visit a doctor via private transport.
 - i. For low-risk individuals with mild symptoms (E.g. fever, cough, sore throat), the doctor will order a health-care administered ART. If tested negative, the doctor will advise accordingly while if tested positive, the doctor will care for the staff under Protocol 2. The individual will be required to self-isolate at home for at least 72 hours, and may exit self-isolation with a negative self-administered ART. If the individual is ART positive, to continue self-isolation and self-test until a negative ART is obtained. Fully vaccinated individuals can automatically exit self-isolation on Day 7, 12pm onward. Partially vaccination or unvaccinated individuals can automatically exit self-isolation on Day 14, 12pm onward. The individual will not receive a Medical Certificate if he/she has no symptoms. If the doctor assessed the individual to have a mild condition, an MC will be issued.
 - ii. For higher-risk individuals (e.g. elderly, immunocompromised) or those with severe symptoms, the doctor will order a healthcare-administered ART and PCR swab. For patients with severe symptoms, the doctor will convey the staff to a hospital for further assessment. For others, the doctor will advise the staff to return home and self-isolate in a room while waiting for the PCR test result. If the test is positive, staff will be placed on Home Recovery Programme (HRP), unless otherwise indicated in the Isolation Order sent by MOH. For fully vaccinated individuals, staff will be automatically self-discharged on Day 10, 12pm onwards. On the other hand, for partially vaccinated or unvaccinated individuals, staff will be automatically discharged on Day 14, 12pm onward instead.

2. Ascertain close contacts of the C+ staff

- a. **Hostel must verify the level of risk exposure to other staff and guests, and to provide details to MOH:** Risk is present if there was sustained interaction of more than 15 minutes, and if there was less than 2m spacing between the C+ individual and other people. Persons with risk of exposure should be isolated until contact tracing is completed. MOH Contact Tracing team will contact the hostel if the hostel has identified close contacts of the C+ individual.

- 3. If hostel is the place of residence of Ag+/C+ staff, follow up with MOH and STB to have the staff extracted (regardless if affected staff is well or unwell)**
 - a. Hostel must contact MOH Case Management Task Group (CMTG) Team via [CMTG Call Centre@moh.gov.sg](mailto:CMTG_Call_Centre@moh.gov.sg) and [CMTG Current Ops@moh.gov.sg](mailto:CMTG_Current_Ops@moh.gov.sg).
- 4. Conduct disinfection of areas exposed to Ag+/ C+ staff**
 - a. Hostels to refer to the following cleaning guidelines by NEA in this website here: <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidelines-for-environmental-cleaning-and-disinfection>

Management of Ag+/C+ hostel guests

Steps:

1. Immediately self-isolate Ag+/C+ guest

- a. Any guest (e.g. foreign travellers or long-term stay guests) if tested C+ or Ag+, whether well or unwell, must be extracted and conveyed from the hostel room by MOH to recover at the appropriate care facilities determined under MOH's protocols. In the meantime, hostels are to isolate the Ag+/C+ guest while awaiting MOH's directions in this regard.
- b. Where possible, they should be isolated individually. However, if there are space constraints and cohorting needs, the hostel may refer to the following guidelines:
 - i. C+ persons may be cohorted together if needed, but Ag+ and C+ persons should not be cohorted together.
 - ii. As far as possible, Ag+ persons should not be cohorted. Where needed, symptomatic Ag+ persons may be cohorted, followed by the cohorting of asymptomatic Ag+ persons.
 - iii. Symptomatic and asymptomatic Ag+ persons should not be cohorted together.

2. Ascertain close contacts of the Ag+/C+ guest

- a. **Hostel must verify the level of risk exposure to other staff and guests and provide details to MOH:** Risk is present if there was sustained interaction of more than 15 minutes, and if there was less than 2m spacing between the AG+/C+ individual and other people. Persons with risk of exposure should be isolated until contact tracing is completed. MOH Contact Tracing team will contact the hostel if the hostel has identified close contacts of the AG+/C+ individual.
- b. For guests identified as close contacts, if they are staying in the same room already, they should self-isolate in the same room (no different from a household) and do ART daily. If they are ART negative, they can exit from self-isolation and resume daily activity for that day.

3. Follow up with MOH and STB, and ensure Ag+/C+ guest is extracted (regardless if affected guest is well or unwell).

- a. Hostel must contact MOH Case Management Task Group (CMTG) Team via [CMTG Call Centre@moh.gov.sg](mailto:CMTG_Call_Centre@moh.gov.sg) and [CMTG Current Ops@moh.gov.sg](mailto:CMTG_Current_Ops@moh.gov.sg).
- b. The Ag+/C+ guest should be advised to wear a surgical mask, keep a distance of at least 2m and refrain from mingling with others while waiting for conveyance. In the meantime, the operator may open the windows and keep the room well-ventilated or if available, deploy a portable air cleaner as stipulated in the guidelines.

4. Conduct disinfection of areas exposed to Ag+/C+ guest

- a. Hostels to refer to the following cleaning guidelines by NEA in this website here: <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidelines-for-environmental-cleaning-and-disinfection>

Annex I: How to properly wear, dispose Personal Protection Equipment (PPE) and wash hands

- Staff should put on masks at the workplace at all times, except during meal times.
- Visit this website (<https://www.youtube.com/watch?v=iWnTCZWYOBw&feature=share>) to view a video on “How to put on and take off surgical mask” (Source: SingHealth)
- Visit this website (<https://www.youtube.com/watch?v=PQxOc13DxvQ&feature=share>) to view a video on “How to safely take off PPE” (Source: CDC)
- You may like to refer to the online micro-learning course developed by Ngee Ann Polytechnic to equip public with the knowledge of the right way to don and remove surgical masks, as well as general information infection prevention and control. The course is accessible by phone: <https://www.np.edu.sg/professions/Pages/Infection-Prevention-and-Control-101.aspx>.

The video is also available in Chinese, Malay and Tamil at <https://www.np.edu.sg/professions/Pages/default.aspx>.

Steps of putting on surgical mask



1 Tie the upper strings at the top of the head



2 Tie the lower strings at the back of the neck



3 Fix the metallic strip securely over the bridge of the nose



4 Ensure that the mask fully cover the nose, mouth and is stretched gently over the chin and fit snugly over the face



5 Change mask if it becomes moist or damaged

With compliments from SGH

Putting on Face Shield



- Place over face and eyes and adjust to fit

Removal of Face Shield



- Remove goggles or face shield from the back by lifting head band or ear pieces
- If your hands get contaminated during goggle or face shield removal, immediately wash your hands or use an alcohol-based hand sanitizer

From <https://www.cdc.gov/hai/pdfs/ppe/ppe-sequence.pdf>

3

Putting on PPE



With compliments from SGH

Removal of PPE



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Steps to wash hands

Wash hands with warm water, apply soap and lather well. Wash at least 20 seconds.

