

**Dated: 28 March 2022**

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## **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 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 prevailing COVID-19 (Temporary Measures)(Reopening – Control Order) Regulations 2022, COVID-19 (Temporary Measures) (Control Order) Regulations 2020, the Infectious Diseases (COVID-19 Access Restrictions and Clearance) Regulations 2021 (collectively "Control Order") 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](mailto:STB_Hotels@stb.gov.sg).

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## OVERVIEW OF MEASURES

All hostels must comply with the following measures:

Measures/ Areas	Hostel guests
<b><u>Prevailing safe management measures: Entry to Hostel</u></b>	
1. 24/7 Staff Manning	<b><u>Recommended</u></b> Hostels should 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.
2. Contact Tracing	<b><u>Mandatory</u></b> 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 <sup>1</sup> .  b. Hostels are required to deploy SafeEntry Gateway (SEGW) as an additional mode of check-in available to guests and visitors. <sup>2</sup>
3. Wearing of Masks	<b><u>Mandatory</u></b> a. Mask wearing remains mandatory indoors, but not in outdoor settings <sup>3</sup> or where allowed at law (e.g. when a guest is in his or her guest room, when engaging in strenuous physical exercise, eating, drinking, etc.).
<b><u>Prevailing safe management measures: Front Office / Lobby</u></b>	
4. Required approval by hostel to accept bookings	<b><u>Mandatory</u></b> 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 to determine whether the guest is seeking to stay for the purpose of leisure.  b. Hostels may allocate accommodation (i.e. accept bookings) to individuals for non-leisure reasons which generally fall into two broad categories:  i. <b>Home environment not available or accessible</b> 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. <b>Home environment not suitable or not conducive due to work commitments or domestic conditions</b> e.g. domestic disputes at home;

<sup>1</sup> For information on setting up TT-only SE, please refer to:

<https://support.safeentry.gov.sg/hc/en-us/articles/900003686226-How-to-implement-and-scan-TraceTogether-Tokens-for-visitor-check-ins-at-my-business-venue->

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

<sup>3</sup> Outdoor settings means any area that is not substantially enclosed in a manner that impedes natural lateral airflow to and from the area, including sheltered walkways, sheltered bus stops and areas under retractable canopies

Measures/ Areas	Hostel guests
	<p>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> <p><b><i>Inbound Travellers (including returning Singaporeans)</i></b></p> <p>c. Hostels are allowed to accept room bookings from all inbound travellers.</p> <p>d. Please refer to ICA's website for the most updated measures for inbound travellers in relation to COVID-19<sup>4</sup>.</p> <p>e. Hostels must refuse entry and must not allocate accommodation to any individual who is required to isolate at a Government isolation facility (e.g. SHN-dedicated facility, Government quarantine facility, etc.).</p>
5. Allowing only vaccinated guests and visitors to enter the rooms	<p><b><u>Mandatory</u></b></p> <p>a. <b>From 1 February 2022</b>, VDS has been expanded to hostels<sup>5</sup>. Only <u>guests and visitors</u> who meet the following will be given access to the rooms:</p> <ol style="list-style-type: none"> <li>Fully vaccinated<sup>6</sup>; or</li> <li>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</li> <li>Children aged 12 years old and below who are unvaccinated; or</li> <li>Certified medically ineligible</li> </ol> <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><b><u>Short-term foreign guests</u></b><sup>7</sup></p> <p>c. Short-term foreign guests do not need to meet the criteria in Paragraph 5(a) above for a <b><u>period of 30 days from the day of arrival</u></b> 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>

<sup>4</sup> Please refer to ICA's website on SafeTravel for full details at <https://safetravel.ica.gov.sg/>.

<sup>5</sup> Including serviced apartments

<sup>6</sup> 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.

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

Measures/ Areas	Hostel guests
	<p>e. <b>These guests will <u>not</u> be able to enter other VDS settings during the 30 days (e.g. dine-in at F&amp;B outlets, entering shopping malls, gyms, etc.) unless they qualify for VDS during this period.</b></p> <p><b><u>Long-term stayers</u><sup>8</sup></b></p> <p>f. Guests whose <b><u>place of residence</u></b> is the hostel do not need to meet the criteria in Paragraph 5(a) above to reside in the accommodation.</p> <p>g. Hostels are required to ensure the vaccination status of guests and visitors are verified before granting access to the rooms.</p> <p>h. 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. Implementing safe distancing in all mask-off settings	<p><b><u>Mandatory</u></b></p> <p>a. Hostels must manage the entrances and walkways in the hostel premises such that guests who require isolation do not come within 1 metre of any other guest or visitor en-route to the hostel rooms.</p> <p>b. Hostels must ensure that prominent signages are displayed to inform guests that the hostel is accommodating other guests who need to be isolated.</p> <p>c. Safe distancing of at least 1m is only required in mask-off settings e.g. if food or drinks are served in the lobby or reception.</p> <p><b><u>Recommended</u></b></p> <p>d. Prop open entry doors or activate automated doors to minimise contact with door handles.</p> <p>e. Offer virtual key cards for enablement on mobile phones of guests.</p> <p>f. Implement cash-free contactless payment methods with soft-copy receipts sent via emails.</p>
7. Check-in	<p><b><u>Mandatory</u></b></p> <p>a. Hostels are permitted to check-in guests who test positive on an ART. There is no need for segregated check-in arrangements for ART positive guests. However, they must be allocated private ensuite rooms and remain isolated until recovery, and they must not be permitted access to communal facilities. See Para. 9 for more information.</p> <p>b. ART positive guests and PSHNs must be allocated only to private ensuite rooms, which can be located on the same floor as other guests. ART positive guests must not be allocated private ensuite rooms to be shared with guests from a</p>

<sup>8</sup> Defined as those who stay 90 days and more.

Measures/ Areas	Hostel guests
	<p>different booking. Please refer to MOH's Advisory for Individuals sharing residential spaces with persons issued with SHNs<sup>9</sup>.</p> <p>c. Multiple bookings per room are permitted even for leisure guests (i.e. different groups of leisure guests can share a room).</p> <p>d. Leisure and non-leisure guests are no longer prohibited from sharing the same room.</p> <p><b><u>Recommended</u></b></p> <p>e. Hostels should stagger the check-in and check-out timing for guests allocated to different rooms (but not where guests are from the same household).</p> <p>f. 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>g. Serve welcome drinks in guests' rooms instead of at the lobby<sup>10</sup>.</p> <p>h. Large lobbies and spaces that can accommodate &gt;1,000 pax should be subject to a capacity limit of 75% of the maximum number of individuals specified in the most recent approval under section 55 of the Fire Safety Act 1993.</p>

**Prevailing safe management measures: In-room environment and services rendered**

8. During Stay (General)	<p><b><u>Mandatory</u></b></p> <p>a. Room capacity has been increased in the following manner:</p> <table border="1"> <thead> <tr> <th>Type of Occupant</th><th>Room Capacity</th></tr> </thead> <tbody> <tr> <td>Leisure guests only or Non-leisure guests only, with bedding for 20 or fewer guests</td><td> <p>Up to 10 guests in any room or in any pair of adjoining rooms where the connected door(s) may be opened by guests during the stay (i.e. inter-accessible rooms), except where the individuals are from the same household (i.e. same address), and even then up to the maximum number of occupants for the room type, whichever is lower.</p> <p>No requirement for alternate bunk bed occupancy and minimum 1-metre distancing between beds.</p> </td></tr> <tr> <td>Mix of leisure and non-leisure guests</td><td>Up to 10 guests in any guest room or in any pair of adjoining guest rooms where the connected door(s) may be opened by guests during the stay (i.e. inter-accessible rooms) or</td></tr> </tbody> </table>	Type of Occupant	Room Capacity	Leisure guests only or Non-leisure guests only, with bedding for 20 or fewer guests	<p>Up to 10 guests in any room or in any pair of adjoining rooms where the connected door(s) may be opened by guests during the stay (i.e. inter-accessible rooms), except where the individuals are from the same household (i.e. same address), and even then up to the maximum number of occupants for the room type, whichever is lower.</p> <p>No requirement for alternate bunk bed occupancy and minimum 1-metre distancing between beds.</p>	Mix of leisure and non-leisure guests	Up to 10 guests in any guest room or in any pair of adjoining guest rooms where the connected door(s) may be opened by guests during the stay (i.e. inter-accessible rooms) or
Type of Occupant	Room Capacity						
Leisure guests only or Non-leisure guests only, with bedding for 20 or fewer guests	<p>Up to 10 guests in any room or in any pair of adjoining rooms where the connected door(s) may be opened by guests during the stay (i.e. inter-accessible rooms), except where the individuals are from the same household (i.e. same address), and even then up to the maximum number of occupants for the room type, whichever is lower.</p> <p>No requirement for alternate bunk bed occupancy and minimum 1-metre distancing between beds.</p>						
Mix of leisure and non-leisure guests	Up to 10 guests in any guest room or in any pair of adjoining guest rooms where the connected door(s) may be opened by guests during the stay (i.e. inter-accessible rooms) or						

<sup>9</sup> MOH's Advisory for Individuals on SHN:

[https://www.moh.gov.sg/docs/librariesprovider5/advisories/moh-advisory-for-individuals-sharing-residential-spaces-with-people-issued-shn-\(160620\)\(cleaned\)-\(2\)e135d82d8a3c4e3ca4f62be67db635d6.pdf](https://www.moh.gov.sg/docs/librariesprovider5/advisories/moh-advisory-for-individuals-sharing-residential-spaces-with-people-issued-shn-(160620)(cleaned)-(2)e135d82d8a3c4e3ca4f62be67db635d6.pdf).

<sup>10</sup> Sales and consumption of alcohol in all F&B establishments is no longer prohibited after 2230hrs.

Measures/ Areas	Hostel guests	
		<p>up to the maximum number of occupants for the room type, whichever is lower.</p> <p>No requirement for alternate bunk bed occupancy and minimum 1-metre distancing between beds.</p>
	Non-leisure guests only, with bedding for more than 20 guests	No cap on the number of guests. Single beds must be placed at least 1 metre apart, and bunk beds must only 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. checkerboard fashion).
	Visitors	Up to 10 visitors to any room at any one time.
	<p>b. Hostels must inform guests and obtain documented acknowledgment from them as to the maximum permissible group size under the Control Order 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> <p>c. Display signage at lift lobbies and other prominent publicly accessible common areas as to the maximum permissible group size under the Control Order and the corresponding penalties incurred if guests and visitors do not comply.</p> <p>d. Ensure that every visitor to a guest room 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 under the Control Order, the hostel must deny entry to the room to any other individual.</p> <p>e. Monitor the movement of guests and visitors in common areas accessible to them and for suspicious behaviour<sup>11</sup> 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>f. 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>	

<sup>11</sup> Suspicious behaviour includes large numbers of guests entering a guestroom, disproportionate excess luggage, large meal orders, requests for consumption of a high volume of amenities, excessive noise from guest rooms.



Measures/ Areas	Hostel guests
	<p><b><u>Recommended</u></b></p> <ul style="list-style-type: none"> <li>g. Control access by guests to shared facilities to minimise physical interaction between guests staying in different guestrooms of the hostel.</li> <li>h. Implement key drop and express check-out options.</li> <li>i. Serve in-room dining through packaged delivery of the food, drink, crockery and utensils left outside the guest room or via autonomous delivery technology. Encourage guests to leave the crockery, utensils and waste outside the room after the meal or return these via autonomous delivery technology.</li> <li>j. Provide mini-bar items only on request via packaged delivery left outside the guest room or via autonomous delivery technology.</li> <li>k. 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.</li> <li>l. Implement opt-in housekeeping services.</li> </ul>
9. During Stay (Guest's Isolation Requirement)	<p><b><u>Mandatory</u></b></p> <ul style="list-style-type: none"> <li>a. Hostels are to take all reasonably practicable steps to ensure guests on isolation are allocated to private ensuite rooms only (i.e. during their SHN) and undertake isolation in accordance with their movement control measure (e.g. SHN or other isolation order). <ul style="list-style-type: none"> <li>i. Guests are not permitted to leave their room, except for swab tests, medical reasons and emergencies.</li> <li>ii. Guests must not be permitted any visitors during isolation.</li> <li>iii. Guests must not engage in physical interaction with other guests or visitors across guest rooms (e.g. passing items across balconies).</li> <li>iv. Guests must not be permitted access to communal facilities.</li> </ul> <p>To avoid doubt, RGL guests are allowed to leave isolation, accept visitors and access communal facilities only after they have obtained a negative on-arrival test status. PSHNs are allowed to leave isolation, accept visitors and access communal facilities only after their isolation.</p> </li> <li>b. Guests who test ART positive during their stay must be moved to a private ensuite room to isolate. Hostels without private ensuite rooms may arrange for the guests to return to their place of residence in Singapore or to transfer to a hostel/hotel that has private ensuite rooms and are accepting ART positive guests.</li> <li>c. The hostel must monitor unauthorised movement of guests on isolation during their period of isolation from the hostel's Fire/Security Command Centre and control access points. If guests are found outside their rooms, staff must immediately advise such guests to return to their rooms and report the incident to respective authorities. Hostel may report any breaches via <a href="#">FormSG</a> or notify ICA through the SHN helpline at 6812 5555. For VTL and ATP travellers, Hostels can report breaches to the <a href="#">STO contact centre</a>, and also by emailing <a href="mailto:VT_Ops@caas.gov.sg">VT_Ops@caas.gov.sg</a> and <a href="mailto:COVID_ATP_Ops@caas.gov.sg">COVID ATP_Ops@caas.gov.sg</a>.</li> </ul>



Measures/ Areas	Hostel guests
	<p>d. During guests' isolation period, hostels must prevent 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>e. Where the guestroom has a balcony, the hostel must remind guests that masks must always be worn when using the balcony.</p> <p>f. 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>g. 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 (minimally for PSHNs).</p> <p>h. Hostels must provide cleaning equipment for guests with ensuite bathrooms so the guests can clean their own bathrooms (minimally for PSHNs).</p> <p>i. 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>j. Remind RGL Travellers that they are prohibited from using public transportation (e.g. public buses and MRT trains), except for private hire cars / taxis or chartered company transports.</p> <p>k. If hostel staff are requested by guests to assist with booking transport services for PSHNs resident in Singapore and seeking to serve SHN at the hostel, ensure they use specially designated transport services to and from the hostel when heading out to Regional Swab Centres for their testing requirements<sup>12</sup>.</p> <p><b><u>Recommended</u></b></p> <p>l. 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>m. 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> <p>n. 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</p>

<sup>12</sup> For more information on transport matters, please refer to <https://safetravel.ica.gov.sg/health/faq#transport>

Measures/ Areas	Hostel guests
	<p>guest room. Clean linen can also be left at the door for guests to self-help in changing out the linen.</p> <p>o. Hostels should also call guests on isolation daily to ensure that they are safe and coping well during their isolation period.</p>
<b><u>Prevailing safe management measures: Common facilities and function areas</u></b>	
10. Density requirement, permitted access for guests on isolation and VDS requirement	<p><b><u>Mandatory</u></b></p> <p>a. All recreational facilities within the hostel premises are permitted to reopen, subject to prevailing regulations and the relevant Vaccination-Differentiated Safe Management Measures<sup>13</sup> ("VDS").</p> <p>b. Where isolation applies, the hostels must prevent such guests from accessing the hostel facilities or events within the hostel premises during the period of isolation.</p> <p>c. Hostels must not allow RGL travelers access to such common facilities even after their isolation period. Hostels can allow PSHNs who are opting to stay on in the hostel after having completed their requisite isolation periods to use the facilities if they wish.</p> <p>d. From 1 February 2022, VDS has been expanded to cover all indoor sports facilities.</p> <p>e. From 1 February 2022, all events, irrespective of event size, must implement VDS in order to proceed. Please refer to MOH's press release on 14 December 2021 on "<a href="#">Preparing for the Omicron Variant</a>" for the settings where VDS applies.</p>
11. Live Performances	<p><b><u>Mandatory</u></b></p> <p>Comply with prevailing Sector Specific Requirements by NAC for live performances<sup>14</sup>.</p>
12. Swimming Pools and Gym	<p><b><u>Mandatory</u></b></p> <p>a. Comply with the prevailing Sector Specific Requirements by Sport Singapore's (SportsSG) for sports facilities.<sup>15</sup></p>
13. Dine-in at F&B facilities	<p><b><u>Mandatory</u></b></p> <p>a. Comply with ESG's latest guidelines for SMMs for F&amp;B establishments.<sup>16</sup></p> <p>b. Hostel staff may allow RGL travellers to dine-in at F&amp;B facilities after their isolation period only if it is part of their approved itinerary. They are required to eat alone except for business-hosted meals with SMMs in place.</p>

<sup>13</sup> More details on VDS available at <https://file.go.gov.sg/vdsmminfo.pdf>

<sup>14</sup> <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")

<sup>15</sup> For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector/> (see section on "Sports sector enterprises, sports education, and premises with sports facilities")

<sup>16</sup> SMM Guidelines by Enterprise Singapore can be found at <https://www.enterprisesg.gov.sg/covid-19/safe-distance>

Measures/ Areas	Hostel guests
14. Minimise Physical Interaction between individuals in Hostel Function Rooms/ Communal Spaces	<p><b><u>Mandatory</u></b></p> <p>a. Where there are mask-off events being held in the hostel function rooms/communal spaces, the hostel must ensure that individuals attending such events minimise physical interaction between one another, and that there is at least 1m safe distancing between groups of 10 individuals.</p> <p><b><u>Recommended</u></b></p> <p>b. Where appropriate, the hostel should display updated health advisories, put up floor markings (if safe distancing is required), and signages at publicly accessible common areas to remind individuals to comply with SMMs.</p> <p>c. Display updated health advisories/ SMM notices in prominent areas and have regular public communications at common areas to remind attendees to comply with safety prevention and control measures.</p>
15. Workplace SMMs and Staff Safety	<p><b><u>Mandatory</u></b></p> <p>a. Please refer to and ensure adherence to MOM's latest guidelines for SMMs for workplaces at <a href="https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures">https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures</a>.</p> <p>b. Please refer to MOH's guidance on infection prevention and control measures in all hostels amid the COVID-19 situation.</p> <p>c. Ensure staff adhere to the prevailing SMMs.</p> <p>d. Ensure that all on-site staff (including seniors aged &gt; 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 &gt; 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> <p>f. 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><b><u>Recommended</u></b></p> <p>g. Encourage all medically eligible staff to receive their booster doses<sup>17</sup>.</p> <p>h. 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.).</p>

	<ul style="list-style-type: none"> <li>i. 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 the public, wherever possible.</li> <li>j. 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.<sup>18</sup></li> </ul>
16. Environmental Hygiene	<p><b><u>Mandatory</u></b></p> <ul style="list-style-type: none"> <li>a. Refer to NEA's guidelines on keeping and maintaining the premises in a clean and sanitary condition<sup>19</sup> and SG Clean measures where applicable.</li> <li>b. 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.<sup>20</sup> Staff rostered to carry out such cleaning duties should be clearly documented.</li> <li>c. Conduct toilet cleaning according to NEA's 'Guidelines for Environmental Cleaning and Disinfection of Public Toilets in Non-Healthcare Premises'.<sup>21</sup></li> <li>d. 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.</li> <li>e. Sanitise keys and key cards before handing over to guests.</li> <li>f. Clean and disinfect room service equipment before and after each use.</li> </ul> <p><b><u>Recommended</u></b></p> <ul style="list-style-type: none"> <li>g. Inspect publicly accessible common areas frequently for cleanliness.</li> </ul>

<sup>17</sup>The 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.

<sup>18</sup> 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>

<sup>19</sup> 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>

<sup>20</sup> 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>

<sup>21</sup> 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>

	<ul style="list-style-type: none"> <li>h. 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.</li> <li>i. 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.</li> <li>j. 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".<sup>22</sup></li> <li>k. Use HEPA filters for dry vacuum cleaners.</li> </ul>
17. Linen Management	<p><b><u>Recommended</u></b></p> <ul style="list-style-type: none"> <li>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).</li> <li>b. Disposable gloves should be used when handling soiled linen contaminated with blood or bodily fluids.</li> <li>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.</li> </ul>
18. Ventilation System	<p><b><u>Recommended</u></b></p> <ul style="list-style-type: none"> <li>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.<sup>23</sup></li> <li>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 Annex A of MOH's infection prevention and control measures document.</li> <li>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,</li> </ul>

<sup>22</sup> 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>

<sup>23</sup> 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>

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	<p>gyms etc), and common corridors with confirmed C+/AG+ guestrooms. Please refer to NEA's guidelines for details on selecting air cleaning technologies.<sup>24</sup></p> <p>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.</p> <p>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.</p>
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<sup>24</sup> 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. Please refer to <https://www.covid.gov.sg/travellers> for the latest updates.
2. Please refer to MOH's guidance on infection prevention and control measures in all hotels and hostels amid the COVID-19 situation for more details.



GUIDANCE ON  
INFECTION PREVENTI

3. For any breaches of isolation orders by C+ individuals, you can report such cases to <https://go.gov.sg/reportsnbreach>. The relevant government agencies will undertake enforcement action.
4. If there are a total of  $\geq 20$  C+ hostel staff over 3 consecutive days in your hostel<sup>25</sup>, please submit details of C+ cases via the FormSG link here: <https://form.gov.sg/615dc38cd1067600122e5c3a>.

### **Management of C+ Staff**

#### **Steps:**

#### **1. Immediately self-isolate C+ staff**

- a. **If staff is well but tests:** 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 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

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<sup>25</sup> Only applies to hostels staff



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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. Follow up with MOH and STB, and ensure C+ staff is extracted if hostel is place of residence (regardless if affected staff are 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 C+ staff**

- a. Hostels to refer to the following cleaning guidelines by NEA in this website here: [NEA | Guidelines for In-House Cleaning and Disinfection of Areas Exposed to COVID-19 Cases in Non-Healthcare Premises](#)

**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=jWnTCZWYOBw&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>.

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## 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>

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## Putting on PPE



With compliments from SGH

## Removal of PPE



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Steps to putting on the goggles		Steps to removing and disinfecting the goggles		
<b>Step 1</b>  Perform hand hygiene. Put on goggles.	<b>Step 2</b>  Ensure goggles fits properly by adjusting the strap.	<b>Step 1</b>  (If visible contamination seen) a) Remove gloves and perform hand hygiene. b) Wear a new pair of gloves and clean off visible soilage with disinfectant wipes.	<b>Step 2</b>  After degowning, perform hand hygiene and wear a new pair of gloves.	<b>Step 3</b>  Remove goggles. Clean the goggles with the disinfectant wipes.
Steps to removing and disinfecting the goggles				
<b>Step 4</b>  Wipe the interior part of the goggles and discard the disinfectant wipes.	<b>Step 5</b>  Wipe the exterior part of the goggles and discard the disinfectant wipes.	<b>Step 6</b>  Clean the strap with disinfectant wipes and store inside a new clean Ziploc bag.	<b>Step 7</b>  Remove gloves and perform hand hygiene.	

With compliments from SGH

### Steps to wash hands

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

<b>1</b>  <b>Palm to palm</b>	<b>2</b>  <b>Between fingers</b>	<b>3</b>  <b>Back of hands</b>	<b>4</b>  <b>Base of thumbs</b>
<b>5</b>  <b>Back of fingers</b>	<b>6</b>  <b>Fingernails</b>	<b>7</b>  <b>Wrists</b>	<b>8</b>  <b>Rinse and wipe dry</b>