



**CPS – VSA GUIDELINES
FOR THE PREVENTION AND
CONTROL OF NOROVIRUS IN
HOTEL/CASINOS**



CPS – VSA Guidelines for the Prevention and Control of Norovirus in Hotel/Casinos



MINISTRY OF PUBLIC HEALTH SOCIAL DEVELOPMENT AND LABOUR

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CPS – VSA GUIDELINES FOR THE PREVENTION AND CONTROL OF NOROVIRUS IN HOTEL/CASINOS

Collective Prevention Services, Ministry of Public Health Social Development and Labour has developed these guidelines in order to provide direction for hotel/casinos in the prevention and control of norovirus outbreaks.

Proper hand washing is an effective, simple, and inexpensive method of preventing disease, and is one of the most important steps in preventing an outbreak from spreading. Because each outbreak of norovirus is unique to the circumstances and the property, it is not possible to predict which of the environmental controls would be most important in preventing the spread of disease. However, following as many of the instructions as possible will increase the chances of preventing and/or controlling an outbreak.

The columns labeled “SOP” and “Date Implemented” are intended to assist in complying with these requirements, allowing a facility to identify parts of the instructions that are part of the Standard Operating Procedure (SOP) of the facility, or the date on which the item was implemented.

There are two appendices to these instructions. The first is a list of products that are approved by the EPA as effective against norovirus. The second is a standardized illness questionnaire that can be used to track guest or employee illness.

Representatives from CPS are available to help answer any questions about norovirus, these guidelines, or the process of surveillance and outbreak investigation/control. For additional information, contact the Collective Prevention Services @ +1 721 542 2075/3003/3553 during office hours. Call +1 721 550 – call (2255) or email to surveillance@sintmaartengov.org to notify Surveillance staff 24/7/365 of outbreaks.



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Section 1:

General Instructions	SOP	Date Implemented
1.1. Increase employee hand washing in all employees to: 1.1.1 At least once per hour 1.1.2 Upon entering a kitchen 1.1.3 After using the restroom 1.1.4 After shaking hands or other physical contact with peers and guests 1.1.5 After sneezing 1.1.6 After touching the face 1.1.7 After blowing the nose 1.1.8 After rubbing hands on clothing and similar activities 1.1.9 After handling raw foods 1.1.10 After handling dirty kitchen utensils and kitchenware 1.1.11 After cleaning, sweeping, or mopping 1.1.12 After a break 1.1.13 After smoking, eating or drinking 1.1.14 Before handling any food, especially ready-to-eat foods and ice 1.1.15 After handling money (tips) 1.1.16 When entering and leaving the gaming floor 1.1.17 Before going on break 1.1.18 Before starting a shift 1.1.19 After ending a shift 1.1.20 After using a common-use telephone		
1.2 Inform all employees of the need for hand washing and provide instructions on proper hand washing.		
1.3 Maintain employee hand washing vigilance through active management reminders and correction.		
1.4 Consider strict glove use policy for all food preparation. Ensure that gloves are worn properly, changed frequently, and that hands are washed between glove changes.		
1.5 Discontinue the practice of having cocktail servers handle ashtrays and used drink cups. Have a designated person, who is not a cocktail, server perform this task.		
1.6 Contact transportation companies affiliated with the hotel/casino to implement similar clean-up and sanitizing/disinfecting procedures as those implemented in the hotel properties.		
1.7 Regularly inspect all areas of the property (including, but not limited to, elevators, bathrooms, walkways, garages and parking lots, casino floor, and employee break rooms) for evidence of biohazardous accidents. Any accidents should be cleaned up following the procedures		



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as outlined in Section 8.		
1.8 Use single-use ticket system for automobile valet check-in and pick-up, in place of using tickets that are reused multiple times.		
1.9 Switch to auto-dispensing paper towel dispensers throughout the hotel, including all patron restrooms, employee restrooms, kitchens, and locker rooms.		
1.10 Use disposable ice buckets and drink cups in all guest rooms, and discard when visibly soiled and between guests.		
1.12 Ensure that the SOPs and protocols are being properly implemented by staff through observation and training.		
1.13 Provide and encourage use of ethanol hand towelettes on the casino floor.		
1.14 Install hand sanitizer stations in dining facilities and restaurants, restrooms, break areas, and on the casino floor.		
1.15 Install polite reminders in all restrooms on the need for proper hand washing.		

Section 2

Basic Clean-up and Sanitization Instructions:	SOP	Date Implemented
2.1 Implement instructions in addition to routine cleaning activities.		
2.2 Increase frequency of cleaning and sanitizing/disinfecting the handles of hand sinks and doors in public restrooms, employee restrooms and throughout all kitchens to at least once per hour during periods of frequent use.		
2.3 Increase frequency of cleaning and sanitizing/disinfecting employee restrooms to at least once per hour during periods of frequent use.		
2.4 Use disposable cleaning cloths and mop heads for all cleaning and sanitizing/disinfection		
2.5 Frequently clean and sanitize/disinfect high-touch surfaces such as (but not limited to): 2.5.1 ATM machines 2.5.2 Slot and video machine buttons and handles 2.5.3 Coin trays 2.5.4 Self-serve coin redemption kiosks 2.5.5 Drinking fountains 2.5.6 Door handles and push plates (both in public areas and staff areas) 2.5.7 Escalator roller bars 2.5.8 Elevator buttons and panel (service and public) 2.5.9 Stair rails 2.5.10 Balcony rails 2.5.11 Bar rails		



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2.5.12 Validation and time clocks 2.5.13 Public telephones, courtesy phones, and common-use phones in employee areas 2.5.14 Light switches 2.5.15 Restaurant menus 2.5.16 Casino cage counters 2.5.17 Gaming chair backs 2.5.18 Contact areas of gaming tables 2.5.19 Table game cup holders 2.5.20 Counters in public areas (e.g. Registration, Bell Desk, Concierge) 2.5.21 Counters in staff areas (e.g. Assignment Desks, Uniform Counters)		
2.6 Spray or hand wipe as applicable the entire casino gaming area including high frequency human contact equipment and employee areas with an appropriate sanitizer at least daily. Carefully follow all manufacturer instructions on cleaning, rinsing, and sanitizing/disinfecting equipment being careful not to damage sensitive electronic components. Although this is a labor intensive effort, it is essential to breaking the chain of environmental contamination by ill guests and employees over time.		
2.7 Clean and sanitize/disinfect the inside of all dish and glass washers once per shift. The currently recommended sanitizers for non-high-temperature dishwashers are not effective against norovirus. Therefore if any contaminated item has been placed in the dishwasher, the equipment may be contaminated with Norovirus.		
2.8 Discontinue the use of any dish or glass washing machine for ashtray cleaning/sanitizing unless the machine is dedicated solely for that purpose.		
2.9 Clean and sanitize floor surfaces in all public areas at least once per shift.		
2.10 Wash, rinse, and then sanitize/disinfect coin cups daily (if applicable).		
2.11 Discard the ice in all ice machines once per week throughout all kitchen facilities followed by thorough cleaning and sanitizing/disinfection of the machine. Discard ice stored in bins, sinks used to store ice, and other associated equipment once per day followed by a thorough sanitizing of the bin or sink. Sanitize/disinfect all such bins and sinks again prior to use.		

Section 3:

Routine Guest Room Cleaning Procedure	SOP	Date Implemented
3.1 Use disposable cleaning cloths.		



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3.2 Use one cloth for cleaning and a new cloth for sanitizing/disinfecting surfaces.		
3.3 Use separate colored cleaning cloths in toilet areas.		
3.4 Use a new set of cleaning cloths for each guest room.		
3.5 Clean and sanitize/disinfect high touch areas such as taps, faucets, door and drawer handles, door latches, toilet or bath rails, telephones, rails on balconies, light and lamp switches, thermostats, remote controls, curtain pulls and wands, covers on guest information books, alarm clocks, hair dryers, irons, and pens.		

Section 4:

Guest Room Cleaning Procedures for Rooms with Known Ill Guests	SOP	Date Implemented
4.1 Treat all areas of rooms with known ill guests as if they are contaminated with a highly infectious organism.		
4.2 Staff entering the room should wear appropriate personal protective equipment (PPE), including a disposable mask, gloves, eye shield, disposable shoe covers, and plastic disposable apron.		
4.3 Emetic or fecal accidents should be reported and cleaned as per Section 8.		
4.4 Once the ill guest has checked out, treat the room as a “hot room” and deep clean to ensure that any contamination has been removed. 4.4.1 Consideration should be given to having a specially trained team available for cleaning of rooms with known ill guests. 4.4.2 Discard all disposable paper products (e.g. tissues or toilet paper). 4.4.3 Remove all towels, linens, pillows, bedspreads, and blankets, and launder in accordance with Section 9.1. 4.4.4 Examine the mattresses for fecal or emetic accidents, and discard in accordance with Section 9.3 if visibly soiled. Clean and sanitize/disinfect all high touch surfaces throughout the room as described in Section 3.5. Clean the carpet in accordance with Section 9.4. 4.4.7 Use an aerosol or fogging device to sanitize/disinfect all surfaces in the room.		

Section 5:

Surveillance for Employee and Guest Illness	SOP	Date Implemented
5.1 Monitor employee illness logs and interview employees to identify potential cases of norovirus.		
5.2 Have managers look for obvious signs of employee illness such as increased frequency of restroom use. Send ill employees home as per		



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the instructions in Section 7.		
5.3 Use a standardized illness questionnaire (Appendix B) to collect information on employee and guest illness symptoms.		
5.4 Use room service orders to identify potentially ill guests. Provide a questionnaire to any guest reporting not feeling well or ordering items such as ginger ale, broth, or dry toast.		
5.5 Distribute illness questionnaires to guests purchasing medications for gastroenteritis (e.g. anti-diarrheals, antacids, upset stomach relief) at gift shops.		
5.6 Monitor gift shop sales of over the counter medications for gastroenteritis (e.g. anti-diarrheals, antacids, upset stomach relief) and beverages such as ginger ale to identify potential outbreaks.		

Section 6:

Dealing with Guests During Outbreaks	SOP	Date Implemented
6.1 Provide information* to guests upon check-in, in guest rooms and through signs on: 6.1.1 The symptoms and transmission of norovirus 6.1.2 Prevention of norovirus, including proper handwashing 6.1.3 The procedure for reporting illness to the hotel and or health district 6.1.4. How to obtain medical assistance, if necessary		
Surveillance staff is available to work with hotel management to develop appropriate messages for guests, and to assist in the development of educational materials.		
6.2 Encourage ill guests to stay in their rooms if they become ill by: 6.2.1 Staff taking illness reports should request that ill guests stay in their rooms while symptomatic. 6.2.2 Send a room service tray containing fluids (hot tea, water, electrolyte maintenance solutions such as Pedialyte®) and foods such as crackers, dry toast, and/or broth to any person reporting an ongoing illness. 6.2.3 Provide a mechanism by which ill guests can get items from the gift shop (newspapers, magazines, light snacks, over-the-counter medications, etc.) without leaving their rooms.		
6.3 Where appropriate, and space permitting, relocate non-ill guests sharing the room with the ill guest to a different room		

Section 7:

Dealing with Employees During Outbreaks	SOP	Date
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		Implemented
7.1 During an outbreak, provide regular updates to employees, providing: 7.1.1 The status of the outbreak response 7.1.2 Talking points to be used in dealing with guests 7.1.3 Reminders on proper handwashing 7.1.4 Procedures for reporting illness		
7.2 Require that all employees, <i>regardless of job duty</i> , who report having experienced vomiting, diarrhea, or “stomach flu” symptoms, remain off duty for 72 hours after their symptoms end. 7.3 Evaluate policies for the compensation and medical evaluation of ill employees.		
7.4 Prohibit employee potlucks, and do not allow employees to bring in food (either prepared at home or commercially) to share with others for the duration of the outbreak. Temporarily remove candy dishes and fruit baskets at individual desks or common areas.		
<i>Note: This recommendation does not include removing office coffee pots.</i>		

Section 8:

Emesis and Feces Removal, and Follow-up Environmental Contact Surface Clean-up and Disinfection	SOP	Date Implemented
8.1 Treat all fecal and vomitus events as if they are contaminated with a highly infectious organism.		
8.2 Consideration should be given to having a specially trained cleaning team available at all times.		
8.4 Have staff report all biohazardous accidents to management. Document all biohazardous events in a log including date, time, location, persons affected (if known), the names of the persons reporting the event, a short description of the incident, the names of the responders, and how a short description of the response to the accident.		
8.5 In the event of an emetic or fecal accident, the area must be cleaned as a matter of urgency. Because of the potential for the aerosolization of the virus, the area where such an incident has occurred should be closed, or cordoned off in a 25 foot radius from the site of the incident. Guests and non-essential staff should be excluded from these areas for the duration of the cleanup.		
8.6 Individuals, who clean up emesis or feces should use the following procedures: 8.6.1 Wear appropriate personal protective equipment (PPE), including a disposable mask, gloves, eye shield, disposable shoe covers, and plastic disposable apron.		



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<p>8.6.2 Use disposable cleaning cloths or paper towels to soak up excess liquid. Transfer these and any solid matter directly into a Biohazard bag.</p> <p>8.6.3 To remove gross debris, clean the soiled area with detergent and hot water, using a disposable cloth.</p> <p>8.6.4 Disinfect the contaminated area.</p> <p>8.6.5 Dispose of mop heads, cleaning cloths, other materials used in the cleanup, and PPE into the Biohazard waste bag.</p> <p>8.6.6 Wash hands thoroughly after completing the clean-up procedure and again after completing the disposal procedure.</p>		
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Section 9:

Treatment of Contaminated Materials	SOP	Date Implemented
9.1 Contaminated linen and other fabric materials should be placed carefully into separate laundry bags. They should be washed separately in a hot wash, and dried separately at 170°F. If an outside laundry is used, they should be advised that the laundry is potentially infectious.		
9.2 Soft furnishings should be removed for appropriate sanitization/disinfection.		
9.3 Soiled mattresses should be wrapped in heavy gauge plastic and discarded via normal solid waste disposal procedures.		
9.4 Contaminated carpets should be cleaned in a three step process. First, carpets must be cleaned with carpet detergent and hot water. Second, carpets must be disinfected by applying an appropriate disinfectant. Finally, carpets should be steam cleaned (158°F for 5 minutes or 212°F for 1 minute is needed for complete inactivation).		
9.5 Contaminated hard surfaces should be washed with detergent and hot water, using a disposable cloth, and then disinfected. Cleaning cloths should be disposed of as biohazardous waste. Mop heads should be discarded after use.		

Section 10:

Responding to Emetic Events in Food Preparation or Service Areas	SOP	Date Implemented
10.1 Stop all food preparation and service until clean-up is completed.		
10.2 Follow the procedures outlined in Section 6 for cleaning.		
10.3 Destroy all exposed food, food that may have been contaminated, and food that has been handled by the infected person		



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Appendix A

Products Approved by IVSA for use Against Norovirus

A number of commercially available products have been approved by the EPA for use against norovirus. Because norovirus is difficult to grow in laboratory conditions, these products have been tested against Feline Calicivirus (FCV), a surrogate for norovirus.

This list is provided solely as a courtesy to hotel/casinos. The Ministry of Public Health Social Development and Labour does not endorse or recommend any particular product or manufacturer, and inclusion on this list should not be taken as such an endorsement. This list is based on products known to staff of the Health District at the time this document was created, and should not be assumed to be comprehensive. These products vary in their cost, contact time needed, ability to clean and sanitize/disinfect, and shelf life. Each product must be used in accordance with the manufacturer's instructions and state/local regulations, and appropriate training and personal protective equipment must be provided to staff before they are used. If you have questions or concerns about the use of a particular product, please contact the Environmental Health Specialist assigned to your facility.

Method/Chemical	Product and Manufacturer
Bleach (Sodium hypochlorite)	Generic – 1000 ppm
Ethanol	Generic – 75% Ethanol
Heat	> 170°F
Hydrogen peroxide	Accelerated Hydrogen Peroxide™ (Virox Technologies)
Hypochlorous acid	Sterilox (PuriCore)
Phenols	Mikro-Bak® II (Ecolab)
Parachlorometaxylenol (PCMX)	EcoTru® (EnviroSystems)
Potassium peroxomonosulphate	Virkon® (Antec International)
Quaternary Ammonia (hospital grade)	HB or TB Quat Disinfectant Cleaner (3M™) ** Note: regular quaternary ammonia is not effective against norovirus **

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Adjusted from: Southern Nevada Health District Guidelines for the Prevention and Control of Norovirus in Hotel/Casinos