

Public *Accommodation* Facilities *Regulations*

Effective April 2006

Appendix I:

Biohazard Event Response Plan for Public Areas

*Serving Boulder City, Clark County, Henderson,
Las Vegas, Mesquite and North Las Vegas*



Southern Nevada District Board of Health
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Biohazard Event Response Plan

PURPOSE

This ***Biohazard Event Response Plan (called the “Plan”)*** gives procedures used by this public accommodation facility to secure and clean up a public area more than 200 square feet where someone has been sick or injured, causing the release of bodily fluids. This plan also applies when more than one guest room is involved in an outbreak of the same illness throughout the public accommodation facility. It also covers the release of any other substance that can make people sick, whether or not the release was on purpose or by accident, into a public area of the facility or more than one guest room in the facility. When these things happen, they are called “biohazard events.” If the biohazard event happens in only one guest room and does not appear to be related to a bigger disease outbreak in the facility, do not use this Plan. Use the “**Guest Room Clean-up Standard Operating Procedure (SOP)**” written to cover smaller events.

This Plan applies to public accommodation staff that must respond to and participate in the clean up a biohazard event within a public area of the facility or in more than one guest room as part of their job. These staff members will also have to write down information regarding what was going on in the areas or rooms and how the clean up was done. This SOP outlines what information needs to be reported to the Health Authority, when it needs to be submitted and the mode of transmission (e.g., phone, in writing, FAX, etc.).

Unmitigated events that fall under this Plan are considered substantial health hazards. Because of this, they must be reported immediately to the Health Authority via their 24-hour-response phone number, (702) 759-1000.

Employees in the following job categories need to know the information in this procedure and which things they must do as part of their jobs: Risk Management, Security, Management (acting as the “responsible person” required by the Health Authority), Housekeeping, Custodial Services, and any others that are tasked by the Management.

Because of the following laws and regulations, the Health Authority requires that this Plan be in writing and followed by employees at your facility: ***Southern Nevada Health District Regulations Governing the Sanitation and Safety of Public Accommodation Facilities***, 2004 and Nevada Revised Statute (NRS) and Nevada Administrative Code (NAC) 447, ***Public Accommodations***.

RESPONSIBILITIES

Risk Management is responsible for keeping this Plan current and in a user-friendly form that can be understood by all employees. They must also respond to Management requests for updates to this Plan. It is also their job to try to reduce exposures of the public and employees to germs that will make them sick when one of these biohazard events happens. They should be available to employees to answer any health and

safety questions they might have regarding their required roles in following this procedure. Risk Management can also assist Management in finding a qualified environmental health clean-up company that is under the direction of a Certified Industrial Hygienist (CIH), Certified Environmental Manager (CEM), Registered Environmental Health Specialist (REHS), licensed medical professional, or other qualified person approved by the Health Authority. This type of company may be hired to direct or completely handle large-scale clean-up efforts in public accommodation facilities. It is desirable that a company be chosen in advance so that they can be called out as soon as they are needed by the public accommodation facility.

Management is the Health Authority's responsible person for the purposes of this Plan. It is Management's job to provide a copy of this Plan to the Health Authority so that they can read it and comment on it. Management must also coordinate efforts with Risk Management in order to reduce the negative effects of biohazard events on the public and employees. If Management has concerns about how the area is being controlled and how clean up is being handled, they must talk to Risk Management about those concerns. Risk Management can address the concerns by making changes to this Plan, if needed. Management has the responsibility of choosing a professional environmental health clean-up company that can handle large-scale clean-ups in the facility should one be needed. Management must also make sure that all staff members responding to secure or help clean up a biohazard event are trained to do the work listed in this Plan and on Standard Precautions used to protect themselves from getting sick because of their work duties. Management has to maintain documents, in writing, showing that staff has been well trained to do the work involved in securing and cleaning up a public area or multiple guest rooms. For worker health and safety, Management must ensure that in-house staff have and use proper personal protective equipment (PPE) while cleaning up a biohazard event. They must have enough trained staff on duty to support a response to a larger-scale biohazard event.

It is the responsibility of the **Security Officer (Security)** to receive reports of releases in public areas and guest rooms of substances that can cause illness to others. They must be the first to respond and secure the area or room where the biohazard event happened. After securing the area, they need to notify Management, Housekeeping, and/or Custodial Services of the need for their responses. While securing the area or rooms and maintaining security during the clean up, they can record information indicated in the *Biohazard Event Log*. **Security** is also responsible for making contact with any other agencies that may need to respond, including medical emergency response and the Health Authority, if directed to do so by Management. They can also assist in making sure that in-house Housekeeping or Custodial staff DO NOT ENTER the contaminated area or rooms too soon, without proper PPE, or without the direction of a professional environmental health clean-up company.

Housekeeping and/or Custodial Services Staff should be assigned to assist with clean up services, for a broader scope public area or guest room biohazard event, as part of their normal duties. They must receive enough training to ensure their own safety and health. They must also be trained to know how to protect the safety and health of current and future guests of the public accommodation facility before doing any clean up work in the area or guest room.

DEFINITIONS

Some terms that will be used in this SOP include:

“Biohazard Event” means an event in which a biological agent, including pathogenic microorganisms and their toxins, causes a condition that may constitute a threat to human health and safety.

“Biohazard Event Control Plan” means a written plan which contains detailed clean-up procedures by which public accommodation facility employees can safely disinfect potentially-contaminated environmental surfaces and control potential communicable disease outbreaks among patrons and/or employees. The Biohazard Event Control Plan must also include procedures for which biohazard events are to be reported to the Health Authority and procedures for documenting response activities in a logbook.

“Clean” means free of visible dirt, dust, sludge, foam, slime (including algae and fungi), rust, scale, mineral deposits, accumulation of impurities, and/or other foreign material.

“Disinfectant” means an EPA-registered antimicrobial agent, such as a chemical, or heat that destroys, neutralizes, or inhibits the growth of pathogenic microorganisms. All chemical disinfectants must provide a strength equivalent to at least 50 ppm of free available chlorine at a pH of 7.0 to 7.6 in their normal use concentration. Recommended strength for disinfection of a biohazard event is 10% household bleach (sodium hypochlorite) solution.

“Environmental surface” means the surface of any furniture, equipment, fixture, walls, floors, ceilings, bathtubs, showers or similar surface which is part of a public accommodation facility.

“Fumigation” means the application of a poisonous substance that has a vapor pressure greater than five (5) millimeters of mercury at 77° F that is intended to destroy living organisms, e.g., methyl bromide.

“Furniture” means the movable articles in a guest room or public area that make it fit for living or working. Furniture includes but is not limited to, tables, chairs, bed head boards, bed frames, box frames, sofas, carpets, curtains, pictures, vases, mirrors, televisions and other electrical equipment, and appliances. Bedding, utensils, and tableware are NOT considered to be furniture.

“Guest” means any person other than employees, either paying or non-paying, that uses any part of a public accommodation facility.

“Guest Room” means any sleeping or resting rooms or areas and contiguous areas such as bathrooms, kitchens, kitchenettes, etc., intended for private use by a guest or guests of a public accommodation facility.

"**Health Authority**" means the officers and agents of the Southern Nevada District Board of Health.

"**Personal Protective Equipment**" means any equipment or device designed to prevent occupational exposure of persons to harmful atmospheres or substances.

"**Public accommodation facility**" means a hotel/casino, resort, hotel, motel, hostel, bed and breakfast facility, rest facility, or other facility offering rooms or areas to the public for monetary compensation or other financial consideration on a hourly, daily, or weekly basis.

"**Public area**" means any area open to public view, whether indoors or outdoors, excluding guest rooms, at a public accommodation facility to which the public has approved access.

"**Responsible person**" means the person or persons who own, manage, lease or otherwise control the building, remodeling, operation or maintenance of a public accommodation facility.

"**Sanitized**" means the treatment of equipment, utensils, and surfaces that can be accessed by the public with a biocide by a process which has been approved by the Health Authority as being effective in destroying pathogenic microorganisms.

"**Standard Precautions**" defined. "**Standard Precautions**" means standard procedures used by employees to prevent transmission of disease from contact with blood or other body fluids which includes the following elements: handwashing after guest contact; using gloves when touching blood, bodily fluids, secretions, excretions, and contaminated items; using mask, eye protection, and protective clothing during procedures likely to generate exposure; handling contaminated guest-care equipment and linens in a manner that prevents the transfer of microorganisms to people or equipment; practicing care when handling sharps and using a mouthpiece barrier device or other ventilation device as an alternative to mouth-to-mouth resuscitation, when practical; limiting movement of the guest by asking him or her to remain in the room while ill or by arranging transport of the guest for medical evaluation. This is especially important if he or she has the likelihood of contaminating the environment. See also Limited Airborne Precautions, Contact Precautions, Droplet Precautions, and Enteric Precautions.

PROCEDURE

Security is notified in some way, either by the ill guest, another guest, an employee, or Management, that there has been a biohazard event in an area or in multiple guest rooms within the facility. When **Security** becomes aware of the incident, they need to do the following steps:

- 1) Whoever first finds out about the event(s) must notify Management of the biohazard event(s), if Management does not already know. Management then needs to assign one head Security Officer to the Security part of the operation. This head Security

Officer will be the central point of contact and be responsible for sending other Security Officers to other areas or rooms, as needed

- 2) The head of Security must go to the main area or guest room where the biohazard event happened. If more than one area or guest room is involved, the head of Security should immediately dispatch as many Security Officers as are needed to rope off or otherwise secure the many areas involved.
- 3) Security must secure the area or room to keep unnecessary people from coming and going into the area. In order to do this, Security Officers assigned by the head of Security to each area or room may need to call for reinforcements. They may need to post additional Security Officers and/or rope off all areas and rooms to a wall height of at least 7 feet. This means that there may be more than one Security Officer at EACH location involved. Management must ensure that enough Security Officers are readily available in case of an emergency of this type.
- 4) Each Security Officer in charge of each site involved must write down information needed for the *Biohazard Event Log* as follows:
 - a) Names of staff who responded.
 - b) The date of the event.
 - c) The time of the event.
 - d) The floor number, room number, and any other information showing where the event happened.
 - e) What happened during the event. Possible event types that must be reported are as follows:
 - i) Blood spills
 - ii) Emetic (vomiting) events
 - iii) Diarrheal illness events
 - iv) Deaths involving a bodily fluid release
 - v) Deliberate acts involving the release of biological aerosols, fluids, or solids
 - vi) Any suspected *Norovirus* outbreaks
 - vii) Any unusual respiratory illness.
 - f) The names(s) of the person or people reporting the event.
 - g) The name(s) of the person(s) involved in the event, including victims, if available.
 - h) A short description of what was done to handle the event.
 - i) The name of the person, his or her title, department, and phone number of the person contacted at the Health Authority.
 - j) The date and time that contact was made with the Health Authority.

The head of Security should be given right away enough information so that he or she can call the Health Authority and give the Health Authority a good idea of what is going on.

At the end of all clean up operations at all areas and rooms involved in the release, all of the Security Officers will give their written notes and documentation to the head of Security. The head of Security will then enter all of the information, as part of the permanent record, for each area or room into the *Biohazard Event Log*.

- 5) The head of Security should make contact with any other agencies including medical emergency response, the police, and the Health Authority, if told to do so by Management.
- 6) Call 911 to contact an emergency medical response agency if there are seriously ill or injured people that need emergency care or transportation to a hospital. If deaths are involved, use 911 to call the police right away.
- 7) If indicated by Management, once first aid is rendered and other emergency response and police agencies are on their way, call the Health Authority using the 24-hour number, (702) 759-1000. Gather the information that was written down as shown above for the *Biohazard Event Log* and use that information to let the Health Authority know what is going on.
- 8) Risk Management or Management must contact the environmental health clean-up company that they have chosen to request their services immediately at the public accommodation facility.
- 9) Security should let Housekeeping and/or Custodial Services know that they need to respond to assist in a clean up in a public area or guest room. Make sure that the head of Housekeeping or Custodial Services knows approximately how many people and areas are involved in the clean up so that they can send an adequate number of staff members to help.
 - a) Use telephones, two-way radios or Public Address systems to call for the staff who need to work in the room or area.
 - b) Give them as much information as you can about:
 - i) What is going on in the area or guest rooms.
 - ii) How much of the area is soiled or contaminated and needs to be cleaned up. Give an approximate square footage if you can estimate it.
 - iii) How much biohazardous substance (such as vomit, feces, powder, blood, etc.) needs to be cleaned up.
- 10) Once everyone has been called, keep the areas and guest rooms secure from people wandering in and out while waiting for the arrival of more security or clean up staff.

It is especially important to keep people from even being in the area at all if the illness is suspected to be passed from person to person either through the air or by droplets. It has been recently noted that Norovirus, a very common virus that causes severe vomiting and diarrhea, can be passed by people who vomit in public areas. When the droplets of vomit enter the air, they can be inhaled, then swallowed by other people. Then the exposed people can also come down with the virus.

Housekeeping and/or Custodial Services is notified by Management or Security that they are needed to help clean up a guest room biohazard event. Once they know they need to respond for a clean up, Housekeeping and/or Custodial Services must do the following steps:

- 1) Gather all necessary supplies, tools, and PPE to clean up the guest room or area. Based on the information that they are given by Security or Management, they can decide which items are needed. Many times, the professional environmental health clean-up company will bring their own supplies for large-scale clean ups. Items that may be needed include those found in the **Biohazard Event Clean-up Kit (see page 11)**:
 - a) Personal Protective Equipment:
 - i) Disposable protective clothing, such as tyvek suits
 - ii) Rubber, vinyl, or latex disposable gloves
 - iii) N-95 or above mask or respirator
 - iv) Masking tape
 - v) Safety goggles or glasses
 - b) Cleaning and sanitizing agents such as:
 - i) Liquid detergent or any other cleaning agent deemed appropriate.
 - ii) 10% household bleach solution, accelerated hydrogen peroxide, and/or any other disinfectant agent deemed appropriate.
 - c) Equipment and other supplies such as:
 - i) Towels
 - ii) Sprayers
 - iii) Room fumigators
 - iv) Steam cleaners
 - v) Mops
 - vi) Mop buckets
 - vii) Plastic bags for trash and items that can be laundered.
 - viii) Biohazardous waste bags.
- 2) Once all the PPE and supplies are gathered, the housekeeping or custodial staff must go to the area or room where they have been assigned to help.
- 3) All staff and contractors must check in with Security. They will make sure that all proper PPE has been brought and put on correctly. Staff **MUST NOT** enter the room if it has been less than 15 minutes since the guest has vomited, had diarrhea, bled out, or otherwise released a bodily fluid or other biohazardous substance. This will give some time for any airborne droplets to settle to the floor.
- 4) Staff should follow all of the directions of Security, Risk Management, Management and the contractor during the clean-up process. It is the professional environmental health clean-up company's responsibility to outline a plan that, at a minimum, has the following steps:
 - a) Begin cleaning from the outer rim of the secured area in toward the location of the greatest amount of the biohazardous substance using the following methods:
 - i) Steam clean the carpet.
 - ii) Mop any hard floors.
 - iii) Wipe down hard fixtures with the 10% bleach solution, accelerated hydrogen peroxide or spray with another approved disinfectant.
 - b) When the place of the biggest amount of the biohazardous substance is reached:

- i) Soak a towel in the 10% bleach solution, accelerated hydrogen peroxide (or other appropriate disinfectant used by the contractor).
 - ii) Place the towel over the pile or area.
 - iii) Allow the solution to soak into the pile or area for 15 minutes.
 - iv) Depending on the amount of substance present, scoop up, wipe up, or remove as much of the substance as possible with the bleach towel. Place the substance and the towel in a plastic bag.
 - v) Spray down more disinfectant on the spot and keep removing the substance with towels, including paper towels, until no more visible amount is left.
- c) Once all of the visible substance is gone, then spray with solution again. Leave it to soak for 15 more minutes.
- i) If it is on the floor and the floor is a hard environmental surface, allow the area to air dry.
 - ii) If it is on carpet, steam clean the area.
 - iii) If it is on another hard environmental surface such as a toilet or bathtub, allow the solution to air dry.
 - iv) If the dirty item is bed linens or another item that can be laundered in hot water and appropriate product recommended for linens, then bag it up separately from the trash so that it can be taken to the laundry and specially washed, sanitized, and dried.
 - v) If it is on a soft, absorbent environmental surface that cannot be laundered in a washing machine, such as a bed or couch, that does not have a waterproof cover, then the item has to be thrown away. Before throwing it away, apply solution to the dirty spot and mark or slash it so that no one will try to reuse it.
- d) Once all of the substance and any items that it touched are either dsinfected or bagged up for removal, place all of the trash in a second bag and tie off. Place a second bag around any laundry and tie off.
- e) Place any equipment used to clean up and the bags in a spot and spray them all with solution.
- f) Allow the solution to dry for 15 minutes before touching the items again.
- g) Spray your gloved hands and the outside of your protective clothing with solution and allow the disinfectant to air dry before removing the PPE.
- h) Put the PPE that is disposable in a separate trash bag from the one that was used for the substance.
- i) Thoroughly wash your hands before returning to other work.

All of the bagged trash and laundry must now be moved to the dumpster or the laundry room. The bags should be handled carefully with gloved hands during transport. Any items used to transport the bags should be sprayed with disinfectant after moving the bags around. Anybody handling the bags should wash their hands thoroughly after they do. Sometimes, the environmental health clean-up company is responsible for removal of all wastes. If they are, follow their instructions on packaging and handling the waste.

LAUNDRY

If any laundry has to be unbagged for laundering, the person doing the laundry should be protected with the same kind of PPE as used during the clean up.

When placing the laundry into the washing machine:

- 1) Tear open the bag on one end.
- 2) Dump the laundry into the washing machine WITHOUT touching the laundry with your hands.
- 3) Roll up the bag by touching only the outside of the bag.
- 4) Place the bag in the trash.
- 5) Double bag the trash, then spray the bag and gloved hands with sanitizer.
- 6) Throw out the trash bag immediately into the dumpster.

Anyone moving large pieces of furniture to the dumpster should also wear appropriate PPE to protect themselves and wash their hands thoroughly after moving the items.

Sometimes, if the level of contamination is very high or the germ involved is very contagious, the room may need to be fumigated. This should only be done by a person certified in the state of Nevada as a Certified Applicator of restricted-use pesticides. Many times, the environmental health clean-up contractor is also a Certified Applicator in the state of Nevada.

Once the area or room is cleaned up and all items that were used in the clean up or that have to be thrown away or laundered have been removed, then Security can remove their hold on the room or area. Security should wait for an official release from the environmental health clean-up company before allowing anybody into the area who does not have to be there.

Security can then notify Risk Management and Management of the details of what happened in the area or room. They can also finish documenting what needs to be written down in the *Biohazard Event Log*.

Risk Management or Management can finish up any further contact or notification that has to happen with the Health Authority or Police. This may require providing a lot of information to Health Authority regarding people who were sick, were exposed to the area of the biohazard event, or who had contact with the ill or injured person. Risk Management and Management must cooperate fully with the police and/or Health Authority. They can be of great help in identifying the cause, source, the best preventive actions for the future, and the best remediation plan. If the situation is very serious, the Health Authority may need to dictate procedures to control a disease

outbreak, including procedures for exclusion, isolation and quarantine of workers and guest.

After each event where the Plan is used, the Risk Management group should evaluate whether or not the procedure worked as it was intended to do and make any changes that are needed. Management must agree with any changes that Risk Management makes to the Plan. The Health Authority can also assist in making improvements to the Plan.

Appendix G and I-Supplemental: Biohazard Event Clean-up Kit

Items needed to conduct a guest room or public area biohazard event clean-up should be available at all times. A kit can be assembled that contains the items one will need to respond in a timely manner to a biohazard event.

The kit is designed to provide protective equipment to the employees conducting the cleanup so that they can practice **standard precautions** to avoid an occupational exposure to pathogens carried in blood or other bodily fluids. The kit should also have the tools and substances that they need to clean up the area effectively.

Clean up Kit Item	# In kit	Used	Replaced
Carrying case, bag, or buckets (5-gal buckets, gym bags, plastic totes work well) and a copy of this completed CHECKLIST			
PERSONAL PROTECTIVE EQUIPMENT (@needed PPE determined by the facility)			
@Disposable protective clothing (e.g., coveralls, gowns, etc.)			
Rubber gloves			
Vinyl gloves			
Latex gloves			
Shoe covers			
N-95 or above respirators			
@Face shield			
@Safety goggles or glasses			
CLEANING AND DISINFECTING AGENTS (*agents as determined by the facility) <i>Literature/MSDS must be maintained with the cleaning & sanitizing agents</i>			
Liquid detergent or *other cleaning solution			
*Bleach (10%)			
*Accelerated hydrogen peroxide			
*Any disinfectant deemed appropriate			
EQUIPMENT AND OTHER SUPPLIES			
Cleaning towels			
Sorbents (e.g., brand berms, socks, dikes; cat litter, etc.)			
Sprayers			
Room fumigators			
Steam cleaners			
Mops			
Buckets			
Wiping germicidal towelettes			
Biohazard waste red/orange plastic bags (var. sizes)			
Regular plastic trash bags			
Ties			
Shovels/scrapers			
Masking or duct tape			
Other:			