

Public *Accommodation* Facilities *Regulations*

Effective April 2006

Appendix G:

Example Guest Room Clean-up Standard Operating Procedure (SOP)

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



Southern Nevada District Board of Health
625 Shadow Lane | P.O. Box 3902, Las Vegas, NV 89127 | 702.759.1000

Guest Room Clean-up Standard Operating Procedure (SOP)

PURPOSE

This SOP gives procedures used by this public accommodation facility to secure and clean up a guest room where someone has been sick. 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. When these things happen, they are called “biohazard events.” This SOP can be used for cleaning up one guest room or more than one guest room if the illnesses or releases are not part of one event or outbreak of illness. If the biohazard event happens in a public area of the facility or involves more than one guest room as part of a larger disease outbreak in the facility, do not use this SOP. Use the “**Biohazard Event Control Plan**” written to cover larger events.

This SOP applies to public accommodation staff that must respond to and clean up a biohazard event within a guest room as part of their job. These staff members will also have to write down information regarding what was going on in the room 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.).

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 SOP be written and followed by employees at your facility: ***Southern Nevada Health District Regulations Governing the Sanitation and Safety of Public Accommodation Facilities***, 2006 and Nevada Revised Statute (NRS) and Nevada Administrative Code (NAC) 447, ***Public Accommodations***.

RESPONSIBILITIES

Risk Management is responsible for keeping this SOP 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 SOP. 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 guest room 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.

Management is the Health Authority’s responsible person for the purposes of this SOP. It is Management’s job to make a copy of the SOP available 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 guest room biohazard events on the public and employees. If Management has concerns about how guest

room 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 procedure, if needed. Management must also make sure that all staff members responding to secure or clean up a biohazard event area are trained to do the work listed in this SOP 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 guest room. 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 in a guest room. They must have enough trained staff on duty to respond to a guest room biohazard event.

If Management decides that the release cannot be safely cleaned up by in-house staff, they must contact a qualified Environmental Health clean up company to come in and complete the remediation.

It is the responsibility of the **Security Officer (Security)** to receive reports of releases in guest rooms of substances that can cause illness to others. They must be the first to respond and secure the 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 response. While securing the room 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 Housekeeping or Custodial staff DO NOT ENTER the contaminated area too soon or without proper PPE.

Housekeeping and/or Custodial Services Staff should be assigned to provide clean up services, for a limited 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 guest room.

DEFINITIONS

Some terms that will be used in this SOP include:

“Biohazard Event” is 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” is 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 guests 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.

A **Disinfectant** is 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 is the surface of any furniture, equipment, fixture, walls, floors, ceilings, bathtubs, showers or similar surface which is part of a public accommodation facility.

EPA-registered means any chemical or substances, including sanitizers, sterilizers, biocides, or other substances which must be registered with the United States EPA under the Federal Insecticide, Fungicide, and Rodenticide Act (FIFRA) prior to their distribution and use by industry and consumers.

Fumigation is 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 is 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.

A **Guest** is any person other than employees, either paying or non-paying, that uses any part of a public accommodation facility.

A **Guest Room** is 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 and the Southern Nevada Health District.

A **pathogen** is an organism or substance capable of producing disease.

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

A **public accommodation facility** is a hotel/casino, resort, hotel, motel, hostel, bed and breakfast 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.

A **public area** is 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.

The **responsible person** is the person or persons who own, manage, lease, act as the primary point of contact or otherwise control the construction, 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 of public health concern.

Standard Precautions are standard procedures used by employees to prevent transmission of disease from contact with blood or other body fluids (vomit, mucous, etc.). The following list includes some of the things a person can do to prevent getting exposed to disease-producing organisms: thorough and frequent handwashing; using gloves when touching blood, bodily fluids, secretions, excretions, and items that are known or suspected to be contaminated (e.g., sheets, towels, used tissues, etc.); using the proper protective clothing and equipment during procedures likely to generate exposure (e.g., cleaning up blood, feces, or vomit in a bathroom); handling contaminated items and linens in a manner that prevents the transfer of microorganisms to people or equipment such as housekeeping carts; and practicing care when handling sharps (e.g., used needles, lancets, broken glass) left in guest rooms or public areas.

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 a guest room within the facility. When **Security** becomes aware of the incident, they need to do the following steps:

- 1) Notify Management of the biohazard event, if Management does not already know.
- 2) Go to the guest room where the biohazard event happened.
- 3) Secure the room to keep unnecessary people from coming and going into the area. In order to do this, Security may need to post additional Security Officers and/or rope off the room or an area of the room to a wall height of at least 7 feet.
- 4) Write down necessary information listed in 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, if contact is required.
 - j) The date and time that contact was made with the Health Authority, if contact is necessary.
- 5) Make contact with any other agencies including medical emergency response and the Health Authority, if told to do so by Management.
- 6) Call 911 to contact an emergency medical response agency if the guest is seriously ill or injured and needs emergency care. If a death is involved, use 911 to call the police right away.
- 7) If indicated by Management, call the Health Authority using the 24-hour number, (702) 759-1000. Use the information that was written down as shown above for the *Biohazard Event Log* to let the Health Authority know what is going on. The call to the Health Authority can be done after you have already contacted everyone else.
- 8) Let Housekeeping and/or Custodial Services know that they need to respond for a clean up in a guest room.
 - a) Use telephones, two-way radios or Public Address systems to call for the staff who need to clean up the room or area.
 - b) Give them as much information as you can about:
 - i) What is going on in the guest room.
 - ii) How much of the area is soiled or contaminated and needs to be cleaned up.
 - iii) How much biohazardous substance (such as vomit, feces, etc.) needs to be cleaned up.
- 9) Once everyone has been called, keep the area secure from people wandering in and out while waiting for the arrival of more security or clean up staff.

Housekeeping and/or Custodial Services is notified by Management or Security that they are needed to 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. Items that may be needed include those found in the **Biohazard Event Clean-up Kit (see page 9)**:
 - 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 disinfecting agents such as:
 - i) Liquid detergent or any other cleaning agent deemed appropriate.
 - ii) 10% household bleach solution, accelerated hydrogen peroxide, and/or any 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, go to the room where the event happened.
- 3) Check in with Security. They will make sure that all proper PPE has been brought and put on correctly. DO 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.
- 4) 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:
 - a) Steam clean the carpet.
 - b) Mop any hard floors.
 - c) Wipe down hard fixtures with a 10% bleach solution, accelerated hydrogen peroxide or spray with another recommended disinfectant.
- 5) When the place of the biggest amount of the biohazardous substance is reached:
 - a) Soak a towel in the bleach, accelerated hydrogen peroxide or disinfectant solution.
 - b) Place the towel over the pile or area.
 - c) Allow the solution to soak into the pile or area for 15 minutes.
 - d) 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.

- e) Spray additional solution on the spot and keep removing the substance with towels, including paper towels, until no more visible amount is left.
- f) 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 solution recommended for fabric, 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 appropriate solution onto the dirty spot and mark or slash it so that no one will try to reuse it.
- 6) Once all of the substance and any items that it touched are either disinfected 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.
- 7) Place any equipment used to clean up the bags in a spot and spray them all with solution.
- 8) Allow the solution to dry for 15 minutes before touching the items again.
- 9) Spray your gloved hands and the outside of your protective clothing with solution and allow the solution to air dry before removing the PPE.
- 10) Put the PPE that is disposable in a separate trash bag from the one that was used for the substance.
- 11) 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.

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.

Once the 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 can then notify Risk Management and Management of the details of what happened in the 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.

After each event where the SOP 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 SOP.

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., 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:			