

Dated: 26 April 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.

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OVERVIEW OF MEASURES

All hostels must comply with the following measures:

Measures/ Areas	Hostel guests
<u>Prevailing safe management measures: Entry to Hostel</u>	
1. Wearing of Masks	<u>Mandatory</u> a. Mask wearing remains mandatory indoors, but not in outdoor settings ¹ 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.).
<u>Prevailing safe management measures: Front Office / Lobby</u>	
2. Room Bookings	<u>Mandatory</u> a. 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.). <u>Recommendation</u> b. Request for documentary proof as to the nature of the guest's entry to Singapore, as part of its due diligence process, before accepting the booking or at the point of check in. <ul style="list-style-type: none">• Reciprocal Green Lane (RGL) – SafeTravel Pass Approval Letter c. Please refer to ICA's website for the most updated measures for inbound travellers in relation to COVID-19. ²
3. Managing guests who require isolation	<u>Mandatory</u> 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. b. Hostels must ensure that prominent signages are displayed to inform guests that the hostel is accommodating other guests who need to be isolated.
4. Check-in	<u>Mandatory</u> 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. 6 for more information. 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

¹ 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

² Please refer to ICA's website on SafeTravel for full details at <https://safetravel.ica.gov.sg/>.

Measures/ Areas	Hostel guests
	<p>different booking. Please refer to MOH's Advisory for Individuals sharing residential spaces with persons issued with SHNs³.</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>
<u>Prevailing safe management measures: In-room environment and services rendered</u>	
<p>5. During Stay (Guest's Isolation Requirement)</p>	<p><u>Mandatory</u></p> <p>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).</p> <ol style="list-style-type: none"> i. Guests are not permitted to leave their room, except for swab tests, medical reasons and emergencies. ii. Guests must not be permitted any visitors during isolation. iii. Guests must not engage in physical interaction with other guests or visitors across guest rooms (e.g. passing items across balconies). iv. Guests must not be permitted access to communal facilities. <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> <p>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.</p> <p>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 <u>FormSG</u> or notify ICA through the SHN helpline at 6812 5555.</p> <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>

³ 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).



Measures/ Areas	Hostel guests
	<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 requirements⁴.</p> <p><u>Recommended</u></p> <p>l. During guests' period of isolation, meals should be provided in individual portions, in disposable containers with disposable cutleries, 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 cutleries 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 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>

⁴ For more information on transport matters, please refer to <https://safetravel.ica.gov.sg/health/faq#transport>

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Measures/ Areas	Hostel guests
Prevailing safe management measures: Common facilities and function areas	
6. Permitted access for guests on isolation	<u>Mandatory</u> a. 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. b. 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.
7. Live Performances	<u>Mandatory</u> Comply with prevailing Sector Specific Requirements by NAC for live performances ⁵ .
8. Swimming Pools and Gym	<u>Mandatory</u> a. Comply with the prevailing Sector Specific Requirements by Sport Singapore's (SportsSG) for sports facilities. ⁶
9. Dine-in at F&B facilities	<u>Mandatory</u> a. Comply with ESG's latest guidelines for SMMs for F&B establishments. ⁷ b. Hostel staff may allow RGL travellers to dine-in at F&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.

⁵<https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")

⁶ For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector/> (see section on "Sports sector enterprises, sports education, and premises with sports facilities")

⁷ SMM Guidelines by Enterprise Singapore can be found at <https://www.enterprisesg.gov.sg/covid-19/safe-distance>

Measures/ Areas	Hostel guests
10. Workplace SMMs and Staff Safety	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> a. Please refer to and ensure adherence to MOM's latest guidelines for SMMs for workplaces at https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures. b. Please refer to MOH's guidance on infection prevention and control measures in all hostels amid the COVID-19 situation. c. Ensure staff adhere to the prevailing SMMs. d. Individuals who are unvaccinated due to medical ineligibility (especially seniors aged > 60 years) must not be deployed to areas where their duties require them to perform cleaning activities or come into direct contact with guests and their belongings/items. e. 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><u>Recommended</u></p> <ul style="list-style-type: none"> f. Encourage all on-site staff (including seniors aged > 60 years) whose duties require them to perform cleaning activities or come into direct contact with guests and their belongings/items are fully vaccinated and are updated with their booster doses. This includes all external staff who are working on-site, including those from outsourced services and not under the direct employment of the hostel. g. Encourage all medically eligible staff to receive their booster doses⁸. 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.). 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. 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.⁹
11. Environmental Hygiene	<p><u>Mandatory</u></p> <ul style="list-style-type: none"> a. Refer to NEA's guidelines on keeping and maintaining the premises in a clean and sanitary condition¹⁰ and SG Clean measures where applicable. 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.¹¹ Staff rostered to carry out such cleaning duties should be clearly documented.

	<p>c. Conduct toilet cleaning according to NEA's 'Guidelines for Environmental Cleaning and Disinfection of Public Toilets in Non-Healthcare Premises'.¹²</p> <p>d. Rooms occupied by hostel guests with known C+ status must be disinfected as per NEA guidelines. Cleaning staff must don appropriate PPE (i.e. minimally surgical or N95 mask, eye protection, gown and gloves). Refer to NEA's 'Guidelines on cleaning and disinfection for households on home recovery'¹³ for details.</p> <p>e. Remove PPE appropriately, place and seal them in a bag and discard the bag in general waste bins after performing cleaning or waste disposal activities for rooms occupied by C+ guests.</p> <p>Recommended</p> <p>f. Provide, at all times, easily accessible disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes for the free use of guests, visitors, staff at publicly accessible common areas and back-of-house staff areas, including near high-touch surfaces such as handrails, door handles, reception counters, and lift buttons.</p> <p>g. Inspect publicly accessible common areas frequently for cleanliness.</p> <p>h. Take precautionary measures to implement a structured cleaning and disinfection regime which can be carried out by in-house cleaners to minimise the risk of transmission. Hostels should keep a cleaning log to record each time the premises are cleaned.</p> <p>i. 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".¹⁴</p> <p>j. Use HEPA filters for dry vacuum cleaners.</p>
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⁸The 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.

⁹ 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>

¹⁰ 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>

¹¹ 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>

¹² 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>

¹³ NEA's guidelines can be found here: <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/cleaning-and-disinfection-guidelines-for-households-on-home-recovery>

¹⁴ 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>

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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/reportshnbreach>. The relevant government agencies will undertake enforcement action.
4. If there are a total of ≥ 20 C+ hostel staff over 3 consecutive days in your hostel¹⁵, please submit details of C+ cases via the FormSG link here: <https://form.gov.sg/615dc38cd1067600122e5c3a>.

Management of C+ Staff

1. **Immediately self-isolate C+ staff and follow Protocols 1 or 2 accordingly. For more details, please visit: <https://www.covid.gov.sg>**
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.
 - b. **Close contacts to follow Protocol 3.**
3. **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 and dispose Personal Protection Equipment (PPE)

- 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>.

¹⁵ Only applies to hostels staff

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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



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Removal of PPE



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Steps to putting on the goggles



Step 1 Perform hand hygiene. Put on goggles.
Step 2 Ensure goggles fits properly by adjusting the strap.

Steps to removing and disinfecting the goggles



Step 1 (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.
Step 2 After degowning, perform hand hygiene and wear a new pair of gloves.
Step 3 Remove goggles. Clean the goggles with the disinfectant wipes.

Steps to removing and disinfecting the goggles



Step 4 Wipe the interior part of the goggles and discard the disinfectant wipes.
Step 5 Wipe the exterior part of the goggles and discard the disinfectant wipes.
Step 6 Clean the strap with disinfectant wipes and store inside a new clean Ziploc bag.
Step 7 Remove gloves and perform hand hygiene.

With compliments from SGH