



# MYGARIS PANDUAN

## #ReopeningSafely Guidelines Hotel and Guest Accommodations

1 April 2022



## Living and working safely with COVID-19

Malaysia is in the 'Transition to Endemic' phase and we must learn to live with COVID-19 in line with the reopening of economic sectors. Therefore, it is important to understand the risk of COVID-19 transmission, practice preventive measures, and remain vigilant as we carry out our daily activities to ensure the safety of ourselves and our families.

This Guideline is categorised into 2 sections as follows:



**Section 1:** Guidance to identify COVID-19 risks and illustrate ways to assess risks on premises and at workplaces.



**Section 2:** Infographics to help us make safer choices while carrying out daily activities or at workplaces.

### Scope of Guideline

This Guideline can be used for all guest accommodation premises such as hotels, dormitories, motels, and guest houses including homestays and short-term rentals for tourism, business travel and low-risk quarantine purposes.

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Note: This Guideline is encouraged to be complied with and is used to illustrate requirements in the Standard Operating Procedure (SOP). SOP is prioritised if there are any contradictions.

## Assessing COVID-19 Risks to Make Safer Choices

We need to be proactive in identifying and managing COVID-19 transmission risks in our daily activities. These are the 4 key factors to consider in making safer choices.



### 4 Key Factors to Consider in Making Safer Choices



#### 1. Location

Well ventilated areas such as outdoor are safer than enclosed spaces such as indoor



Poorly ventilated enclosed spaces



Well ventilated open areas

#### 2. Proximity

Maintaining physical distancing between individuals is safer than crowding



No physical distancing or crowded



With physical distancing

#### 3. Duration

Interacting for a shorter duration is safer than interacting for a longer duration



Prolonged duration



Short duration

#### 4. Masking

Wearing a face mask is safer than being mask-off



Mask-off



Mask-on

Hotels and guest accommodations have inherent risks due to sharing of common spaces between guests of different households.



However, these risks can be lowered as long as guests wear face mask and maintain physical distancing at common areas. Operation managers should ensure good ventilation and limit interactions between individuals from different households at common areas such as lobby, lift and hallways.

## Assessing COVID-19 Risks to Make Safer Choices

When planning our daily activities, the following questions should be taken into consideration as part of the risk assessment.

### 1. What are the type of risks?

*Assess the risk of transmission based on the following factors*



**Location:**  
Poorly ventilated  
enclosed spaces



**Distancing:**  
No physical distancing/  
crowded



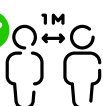
**Duration:**  
Prolonged



**Face mask:**  
Mask-off

### 2. What are the actions to mitigate the risk?

*Identify the relevant actions to mitigate risk*



Ensure physical distancing of  
at least 1 metre where possible



Maintain cleanliness of  
the premises



Wear a face mask,  
especially if physical  
distancing is not feasible



Wear Personal  
Protective Equipment  
(PPE)



Ensure good ventilation



Practice proper  
etiquette while  
coughing and sneezing



Regularly wash your  
hands with water and  
soap/ hand sanitiser



Test if symptomatic



Avoid crowded areas



Avoid narrow and  
enclosed spaces



Avoid shaking hands or  
physical contact



Avoid close  
conversations





Do not attend/ participate  
in activities if symptomatic



## Assessing COVID-19 Risks to Make Safer Choices

Examples of risks and actions to reduce the risks are illustrated as below:





Example #1


Indoor common areas

(Examples: lobby, lift, hallway)


What are the type of risks?



Poorly ventilated enclosed spaces





Close proximity between workers and guests





Prolonged duration



What are the actions to mitigate the risk?



Ensure physical distancing of at least 1 metre where possible



Wear face mask at all times, except for activities that require it to be removed



Maintain cleanliness of the premises


Ensure good ventilation

Avoid crowded areas


Avoid close conversations




Example #2

Indoor dining areas and workplaces


What are the type of risks?




Poorly ventilated enclosed spaces



Close proximity between workers and guests





Mask-off activities





Prolonged duration



What are the actions to mitigate the risk?



Ensure physical distancing of at least 1 metre where possible



Wear face mask at all times, except for activities that require it to be removed



Regularly wash your hands with water and soap/ hand sanitiser

Practice proper etiquette while coughing and sneezing

Ensure good ventilation

Maintain cleanliness of the premises

Note: Compliance with SOP is important as a mandatory action to reduce the risk of COVID-19 transmission

# 1. COVID-19 Symptoms

We must recognise COVID-19 symptoms and be responsible when we are feeling unwell to ensure that the 'Transition to Endemic' phase is successful.

## COVID-19 Symptoms



Fever



Fatigue



Breathing  
difficulty



Body/ muscle  
ache



Headache



Runny nose



Cough/ sore  
throat



Vomiting/  
diarrhoea



Loss of sense of  
taste or smell

## 'TRIIS' Self Assessment Method



### Test

Get tested with a self-test kit as soon as possible if you are experiencing any infection symptoms.



### Report

Report the test result (negative, positive or invalid) on your MySejahtera immediately.



### Isolate

Isolate yourself immediately with discipline if you have been tested positive for COVID-19. Adhere to the HSO<sup>1</sup> imposed by MOH.



### Inform

Inform your close contacts and immediate family members urgently if your test result is positive. List out your close contacts information and assess health through HAT<sup>2</sup> on MySejahtera. Virtual CAC<sup>3</sup> will monitor your health status and contact you if necessary.



### Seek

Seek immediate treatment at any healthcare facility nearby if you are experiencing worsening symptoms<sup>4</sup>.

Note: <sup>1</sup>Home Surveillance Order; <sup>2</sup>Health Assessment Tool; <sup>3</sup>COVID-19 Assessment Centre; <sup>4</sup>Refer to the list of COVID-19 patient condition warning signs at <https://covid-19.moh.gov.my/reopeningsafely/semasa/2022/03/fasa-peralihan-ke-endemik-langkah-6b-kenali-tanda-amaran-covid-19>

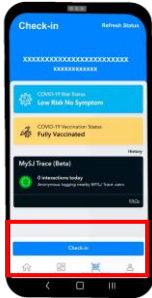
Source: MOH

## 2. Entry Check and Registration

Individuals must use MySejahtera application to scan the QR code and only Individuals with 'Low Risk' MySejahtera status are allowed to enter premises or participate in activities<sup>1,2</sup>. MySejahtera users are also encouraged to activate the MySJ Trace feature.

### What is MySJ Trace?

MySJ Trace is one the functions of mobile contract tracing.



- 1 Helps **FTTIS** (*Find, Trace, Test, Isolate & Support*) in preventing transmission of COVID-19.
- 2 Detects close contacts using **bluetooth** technology.
- 3 Uses a **community driven** approach where the users' mobile phones will exchange information when they are within a certain distance.

### Steps to activate MySJ Trace

#### Examples of recommended places to activate MySJ Trace:



Public places



Public transport



Restaurant



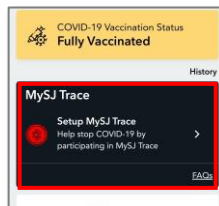
Shopping malls



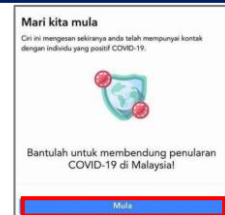
Ensure the **bluetooth** feature on your mobile phone is turned on at all times.



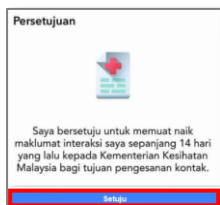
- 1 Open MySejahtera app



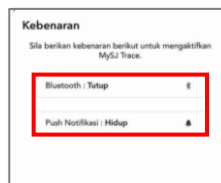
- 2 MySJ Trace feature will be displayed



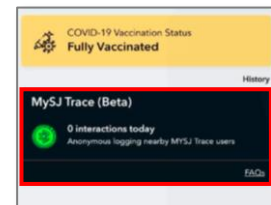
- 3 Press 'Start' button



- 4 Press 'Agree' button



- 5 Provide necessary permissions for MySJ Trace



- 6 When activated, the MySJ Trace feature will turn green

Note: <sup>1</sup>Entry check and registration is exempted for areas that fulfil the three (3) criteria: outdoor areas, areas without crowds and mass gathering (e.g., recreational areas); <sup>2</sup>MySejahtera QR Code are placed at the main entrance of hotels and guest accommodations. Stores, rooms and kiosks that are located within these premises do not need to provide MySejahtera QR code.

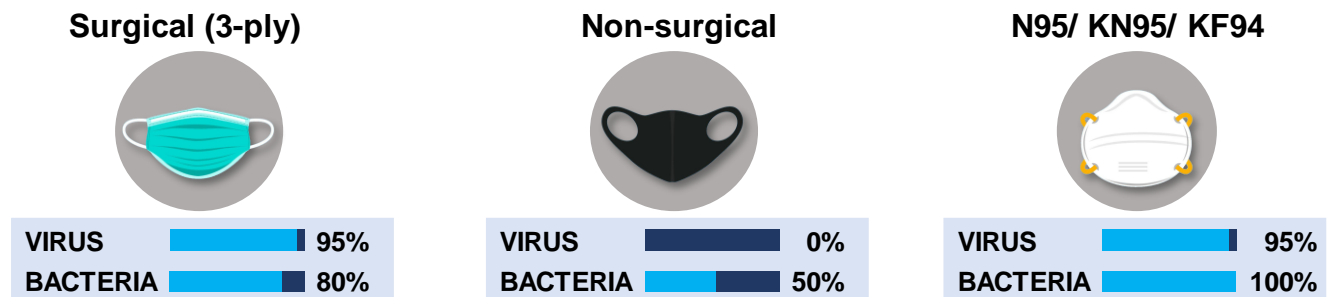
Source: MOH

### 3A. Use of Face Masks

Face masks protect us from getting infected by the COVID-19 virus, as it can be transmitted through respiratory droplets while talking, sneezing or coughing.

#### Examples of Face Mask and Its Protection Level

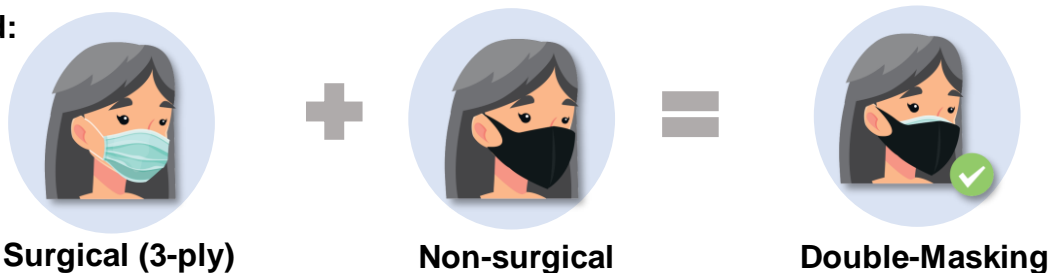
Protection levels of face masks vary by mask types as shown below:



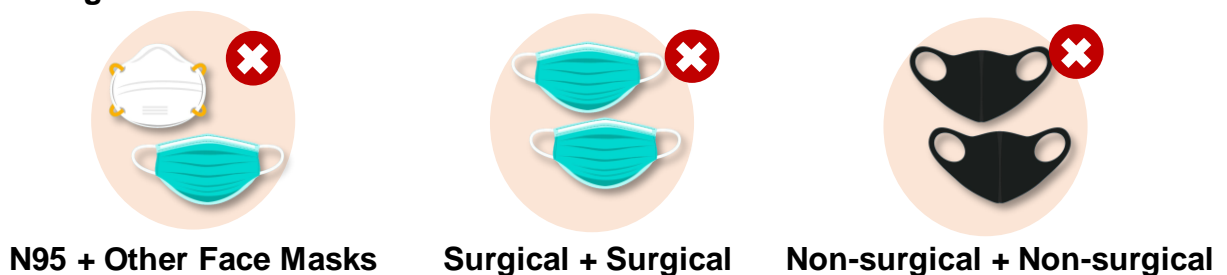
#### The Benefits of Double-Masking and How to do it Properly

Double-masking (**surgical + non-surgical face mask**) provides better protection from infectious droplets.

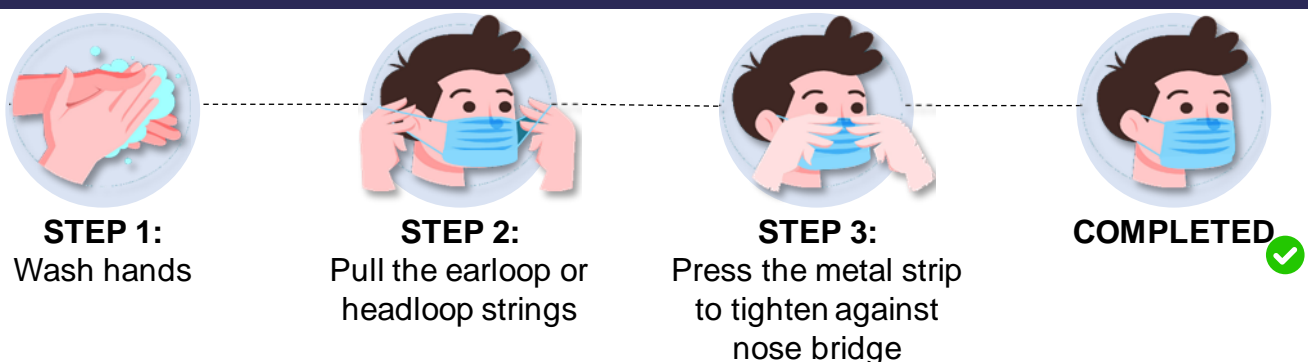
**Encouraged:**



**Not encouraged:**



#### How to Properly Wear a Face Mask in 3 Easy Steps



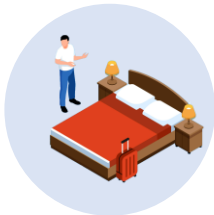
Source: MOH, Centre for Disease Control and Prevention (CDC)



### 3B. Mask-off Activities

Carrying out activities without wearing a mask increases the transmission risk of COVID-19 virus. The risk of infection becomes higher when the activities are carried out with people from different households in close proximity.

#### Examples of Mask-off Activities



**In hotel room alone/  
with members of the  
same household**



**Eating and Drinking**



**Sports and  
Recreation**



**Singing**  
(Examples: public  
performance, karaoke)

#### 3 Key Risk Factors to Consider Before Removing Your Mask

Below are the factors to consider in situations where wearing a face mask is not possible or suitable while carrying out activities. Face mask should be re-worn immediately after these activities.

##### Location

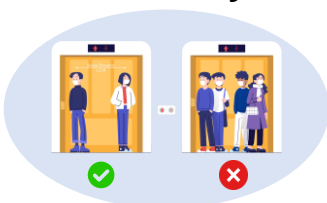


Poorly ventilated  
enclosed spaces



Well ventilated  
open areas

##### Proximity

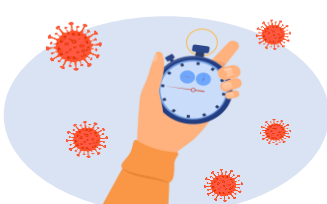


No physical  
distancing or  
crowded



With physical  
distancing

##### Duration



Prolonged duration



Short duration



Consider these factors and make appropriate decisions before removing your face mask to protect yourself and others.

Source: CDC

### 3C. Face Mask for Children and Individuals with Special Needs

The purpose of wearing face masks is to protect ourselves and others. However, additional considerations should be given to the following groups:



#### Children $\leq 5$ years old

Wearing face mask is exempted considering the child's safety, developmental needs and inability to wear a face mask without assistance.



#### Children $\geq 6$ years old

Wearing face masks is required based on their ability to safely and appropriately wear a mask.

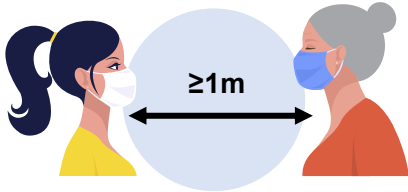


#### Individuals with specific special needs

Wearing face mask is exempted for Individuals with specific special needs (e.g., individuals with Cerebral Palsy or Autism) or individuals with health conditions involving breathing difficulties (a certified medical report from a registered medical practitioner is required).

## 4. Physical Distancing

Adherence to physical distancing can protect us from being infected with the COVID-19 virus that is transmitted through respiratory droplets while talking, sneezing or coughing.



**Ensure physical distancing of at least 1 metre where possible.**

**Place markers on tables and floor as distancing guides.**



**Limit face-to-face social interaction** with individuals from different households.

Avoid physical greetings such as handshake. Instead, greet by placing your hands on your chest.



**Book your stay in advance online or virtually.**

## 5. Ventilation

COVID-19 virus is more contagious indoor than outdoor. Hence, good ventilation is important to reduce risk of transmission.

### Enclosed Air-conditioned Spaces

(Examples: lobbies, guest rooms, restaurants, gymnasiums)



Check and ensure ventilation systems are in good working order



Set the air conditioning mode to 'fresh air' and avoid recirculation



Purge indoor air before starting operations by turning on AC and fan



Increase air circulation by placing fans facing outwards at doors or windows



Ensure that the exhaust fans are running throughout operating hours

### Naturally Ventilated Premises

(Examples: outdoor swimming pools, alfresco cafés, parks)



Open doors and windows as frequently as possible



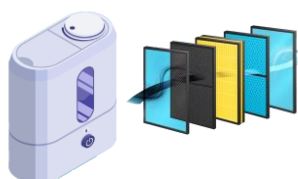
Increase air circulation by placing fans facing outwards at doors or windows



Ensure that the exhaust fans are running throughout operating hours

### Supplementary Measures to Assess and Improve Air Quality

(Examples: air filter, CO<sub>2</sub> monitor)



#### Install air filter

- Install high-efficiency air filters to filter out airborne viruses and dust in the air



#### Monitor Carbon Dioxide (CO<sub>2</sub>) levels

- CO<sub>2</sub> levels can be monitored by using an Indoor Air Quality (IAQ) device
- CO<sub>2</sub> reading which exceeds 1,000ppm indicate the space is poorly ventilated

## 6A. Personal Hygiene

Practising personal hygiene is important to remove viruses and infectious droplets on our hands in order to reduce the risk of transmission.

### Personal Hygiene

#### Encouraged



Wash your hands regularly



Use soap and water or hand sanitiser



Replace with a new face mask after coughing or sneezing while wearing a face mask

#### Avoid



Avoid touching your eyes, nose and mouth with unwashed hands



Wearing gloves is generally not required in most situations. If worn, wash your hands immediately after disposing your gloves



Avoid wearing the same face mask for a long period of time especially if you have coughed or sneezed into it



### How to Practise Proper Hand Hygiene?

#### Timing

##### When?

- ✓ Before eating or preparing food
- ✓ Before touching your face
- ✓ After using the restroom
- ✓ After leaving a public place
- ✓ After coughing or sneezing
- ✓ After touching a used or contaminated face mask
- ✓ After handling any shared equipment or frequently touched surfaces
- ✓ Before and after wearing gloves

##### How long?



Regularly wash hands with soap and water for **more than 20 seconds**



If soap and water are not available, use hand sanitiser for **20-30 seconds**



#### Technique

1



Wet hands with water and apply soap

2



Rub hands palm to palm with soap

3



Rub every finger and the gaps in between

4



Rub fingernails against palms

5



Rub the backs of hands

6



Rinse with clean water

Source: MOH, CDC, WHO



## 6B. Cleaning and Disinfection

Common areas and shared equipment may be contaminated with infectious respiratory droplets. Therefore, regular cleaning can reduce the risk of COVID-19 transmission. Disinfection is only required when there are positive cases occurring on the premises.

### Cleaning and Disinfecting



#### Cleaning



#### Disinfecting

#### What is the difference?



Removes dirt and impurities from surfaces or objects



Kills viruses and germs on surfaces or objects

#### Where is it required?



Public areas such as dining areas, lobbies, counters and others



Frequently touched surfaces and shared equipment such as table surfaces, keys, door handles and others

#### What are used?



Mixture of soap or detergent with water



Liquid bleach or disinfectant with 70% alcohol

#### How often should I do it?



Periodically – at least once a day



After being exposed to a positive case. Clean surfaces first before disinfecting to increase effectiveness

### Steps to Clean and Disinfect Frequently Touched Surfaces



Wear personal protective equipment to protect yourself from harmful or irritable chemicals



Clean frequently touched surfaces using soap and water



Wipe surfaces with liquid bleach or disinfectant where suitable



Carefully remove and dispose used personal protective equipment



Wash hands with soap and water for at least 20 seconds

Source: MOH, CDC

## 6C. Cleanliness of Workers' Accommodation

Poor management of workers' accommodation can lead to COVID-19 transmission if face masks and physical distancing are not complied. Employers must comply with the minimum standards stated by the Minimum Standards of Housing, Accommodation and Employee Facilities Act 1990 [Act 446] in addition to the actions stated below:

### Additional Measures to Stay Safe during COVID-19

1



**Cleaning & Disinfection**

- ✓ Frequent cleaning in communal areas and high-touch surfaces after breaks.
- ✓ Provide and regularly empty rubbish bins with cover/ lid.
- ✓ Provide hand washing facilities with soap and water or hand sanitiser.
- ✓ Disinfect common touch surfaces at workers' accommodation using liquid bleach or disinfectant containing at least 70% alcohol if positive case is detected.

2



**Worker Movement**

- ✓ Workers are to remain within the accommodation compound and are encouraged to stay in their respective rooms.
- ✓ Provide direct transportation between workers' accommodation and workplace.
- ✓ Staggered breaks for each group of workers to reduce crowding in resting areas.

3



**Health Monitoring**

- ✓ Perform self-test if employee is symptomatic and upload test results on MySejahtera application.
- If negative:*
- ✓ Employees can return to work by wearing a surgical mask (3-ply) and maintaining physical distancing.
- If positive:*
- ✓ Employees must isolate in the designated isolating room and perform daily health assessment through the Health Assessment Tool (HAT) in MySejahtera application.
- ✓ Management to immediately trace close contacts of positive patients.

### Minimum Requirements for Housing Standards under Act 446



**Area per worker**

- 3m<sup>2</sup> (dormitory)
- 3.6m<sup>2</sup> (other than dormitory)



**Toilets per worker**

- 1:15 (dormitory)
- 1:6 (other than dormitory)



**Basic amenities**

- Single bed
- 4 inch mattress
- Pillow, blanket
- Locked cupboard



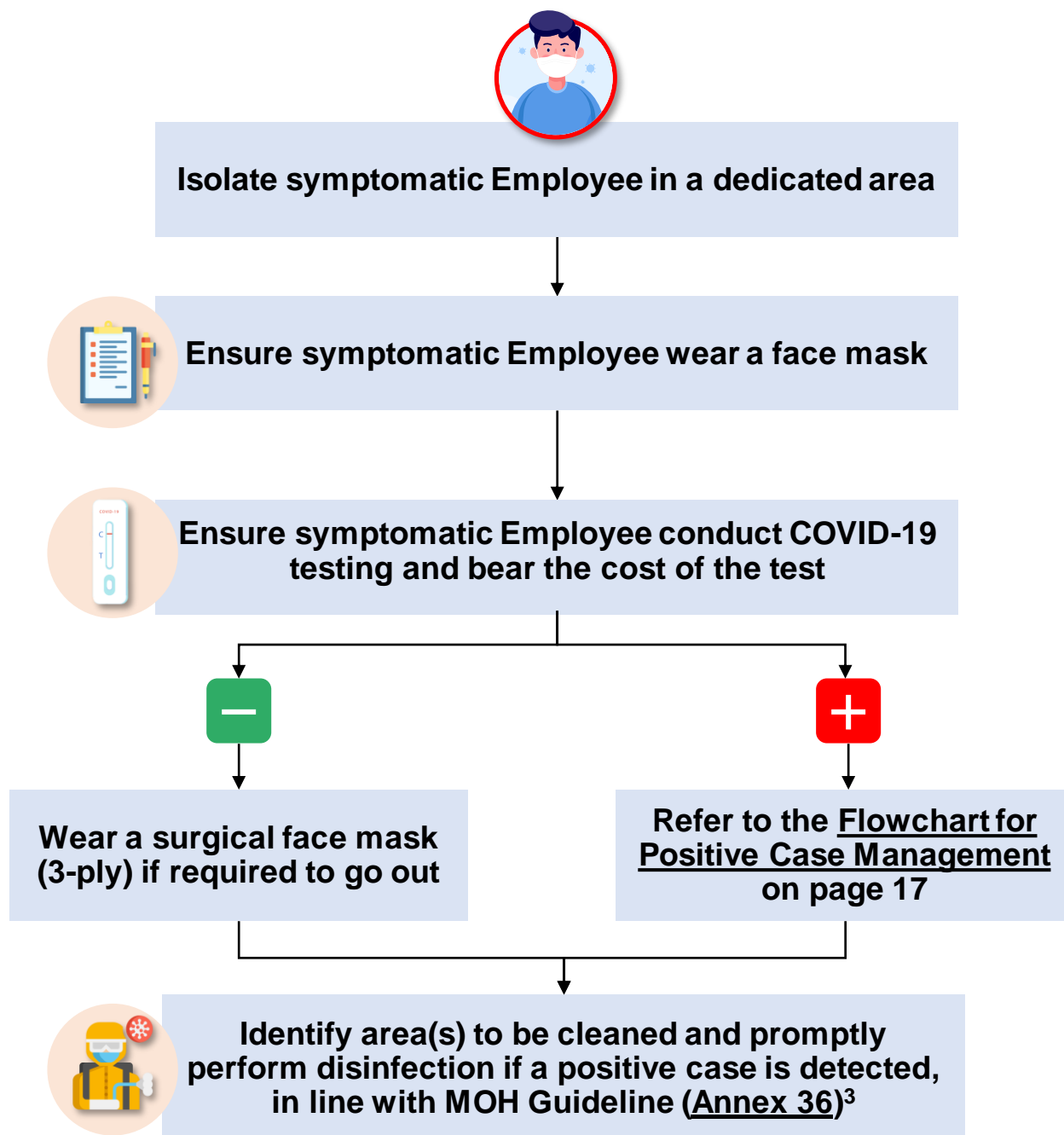
**Shared facilities**

- Living room, dining room
- Kitchen
- Lights, fan
- Bin

Source: Department of Labour Peninsular Malaysia (JTKSM), Construction Industry Development Board (CIDB), Act 446

## 7A. Management of Symptomatic Individuals, Confirmed COVID-19 Cases and Close Contact

Flowchart for Party Responsible for the Premises  
in the event of Symptomatic Employees<sup>1,2</sup>

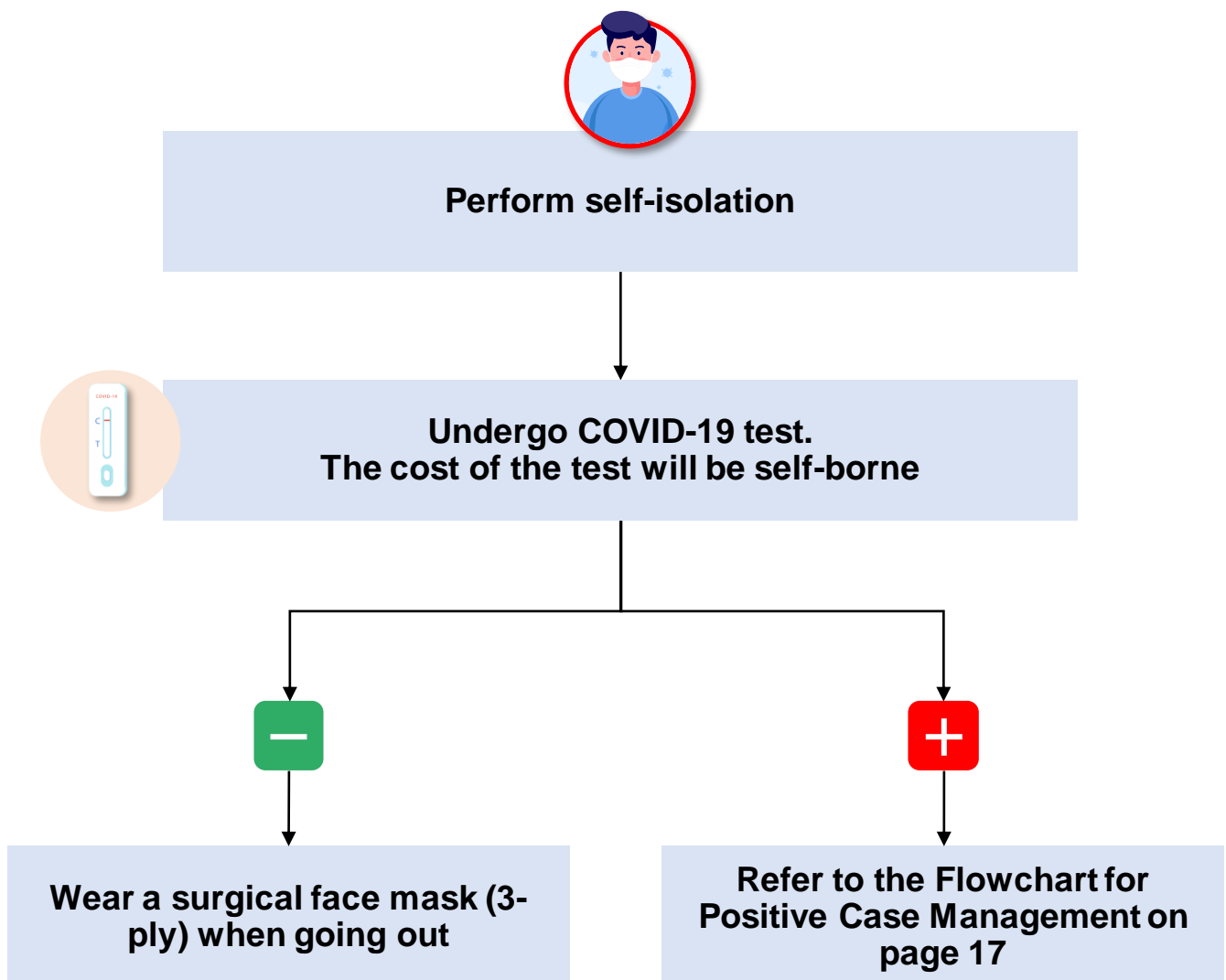


Note: <sup>1</sup>Symptomatic individuals are not allowed enter premise or participating in any activities; <sup>2</sup> All parties involved in the handling of employees with COVID-19 symptoms must comply with established procedures and wear personal protective equipment (e.g., face masks, face shield, surgical gown, and gloves); <sup>3</sup>Refer to MOH Guideline (Annex 25 and Annex 36) at <https://covid-19.moh.gov.my/garis-panduan/garis-panduan-kkm>.

Source: MOH, DOSH

## 7B. Management of Symptomatic Individuals, Confirmed COVID-19 Cases and Close Contact

### Flow Chart for the Management of Symptomatic Individuals<sup>1</sup>

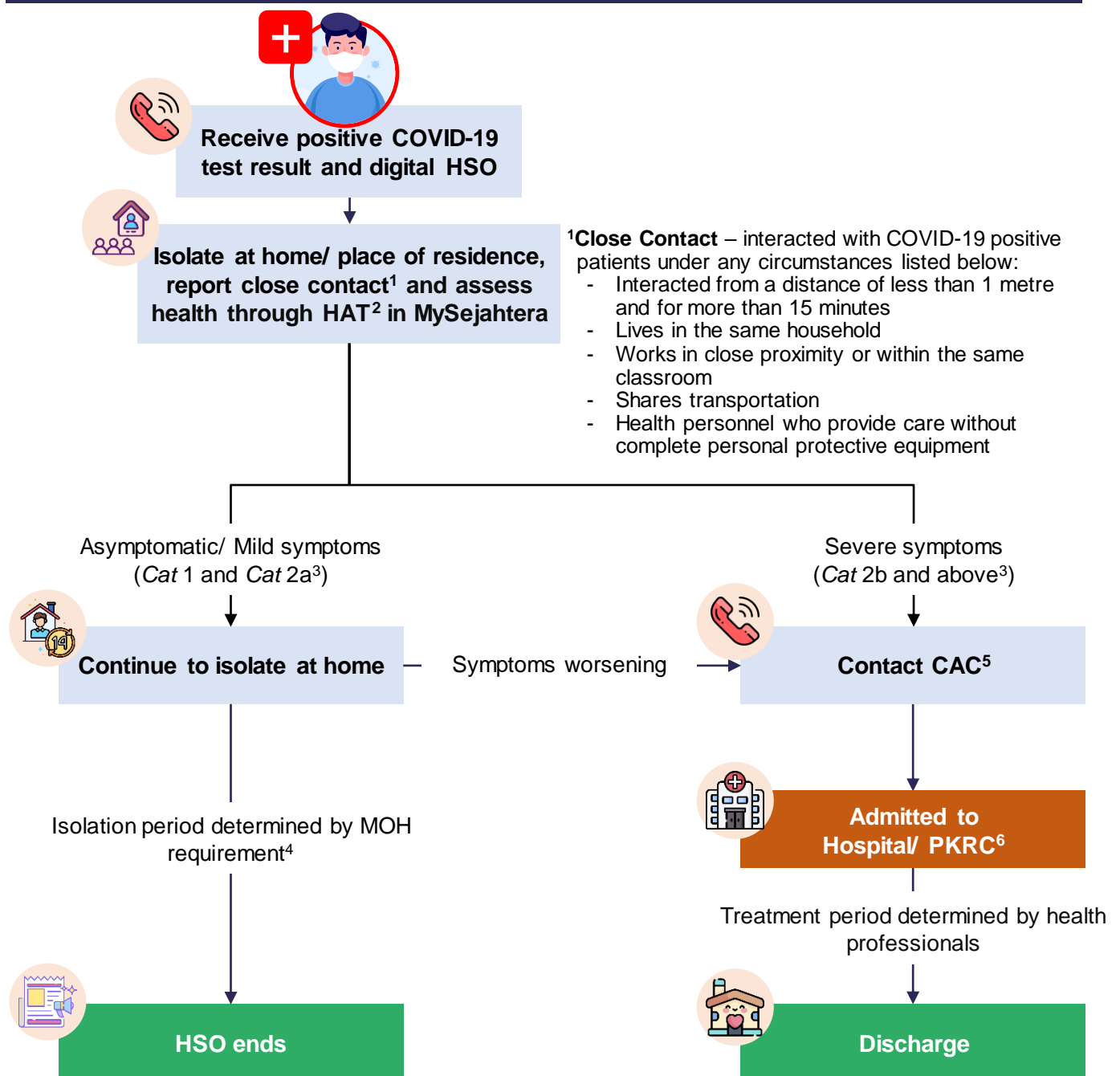


Note: <sup>1</sup>Symptomatic individuals may undergo self-isolation in hotels/ guest accommodations/ place of residence.

Source: MOH, DOSH

## 7C. Management of Symptomatic Individuals, Confirmed COVID-19 Cases and Close Contact

### Flowchart for Positive Case Management



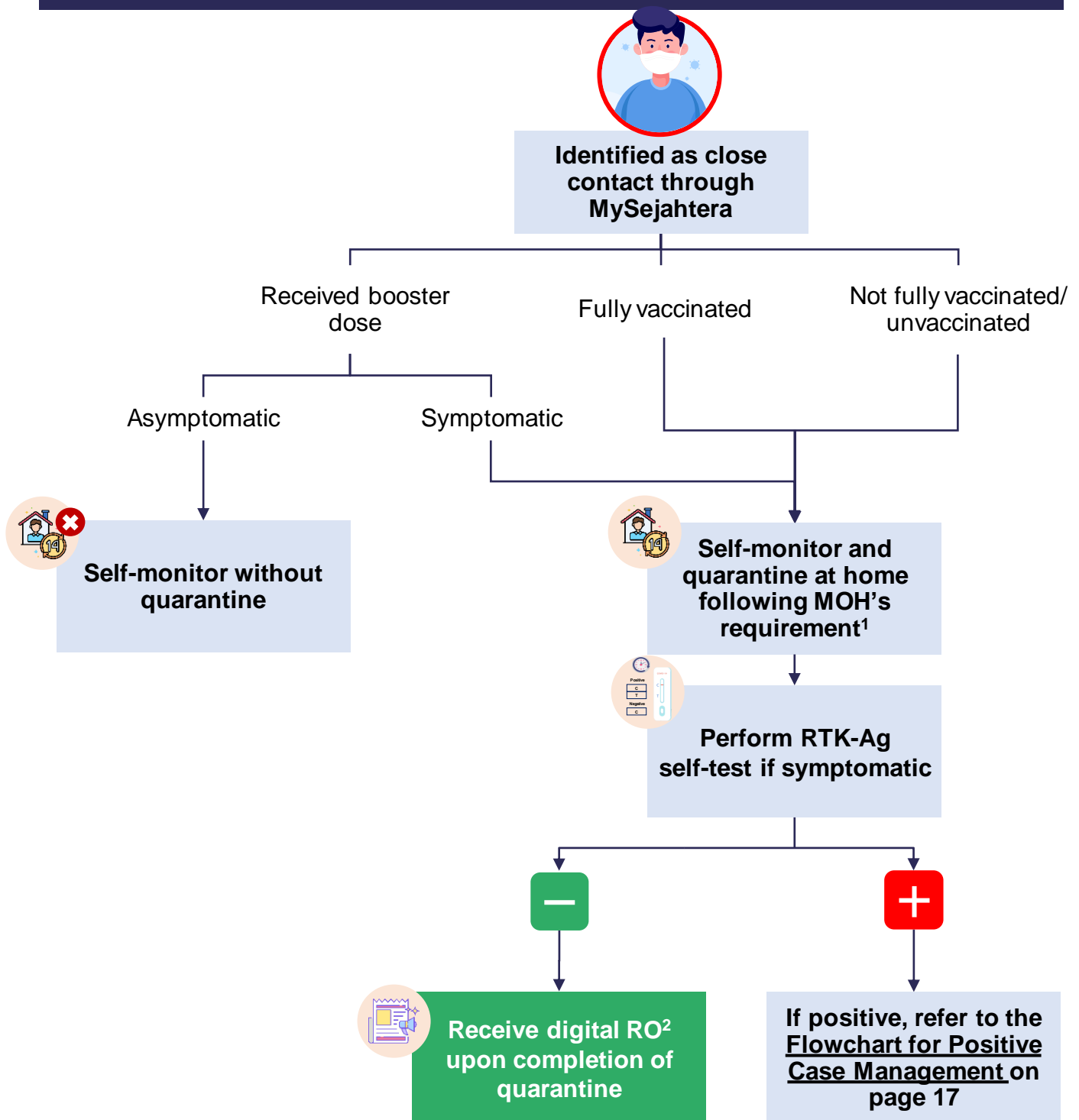
Note: This flowchart will be updated periodically based on MOH's evaluation; <sup>2</sup>Health Assessment Tool; <sup>3</sup>For the list of COVID-19 patient categories, refer to MOH guideline, Annex 2e at <https://covid-19.moh.gov.my/garis-panduan/garis-panduan-kkm>; <sup>4</sup>Refer to COVID-19 Health Protocol Portal at <https://covidprotocol.moh.gov.my/>; <sup>5</sup>COVID-19 Assessment Centre; <sup>6</sup>Employers should cover the cost of isolation and treatment.

Source: MOH



## 7D. Management of Symptomatic Individuals, Confirmed COVID-19 Cases and Close Contact

### Flowchart for Close Contact Management



Note: This flowchart will be updated periodically based on MOH's evaluation; <sup>1</sup>Refer MOH COVID-19 Health Protocol Portal at <https://covidprotocol.moh.gov.my/>; <sup>2</sup>Release Order.

Source: MOH

## 7E. Management of Symptomatic Individuals, Confirmed COVID-19 Cases and Close Contact

### Quarantine Guidelines

#### As a positive case/ close contact



Do not leave your home during the quarantine period set by MOH



Do not share a room with family members



Self-monitor daily for symptoms and report through MySejahtera app

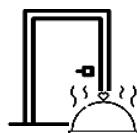


Wear a face mask and maintain physical distancing of at least 1 metre if interacting with family members

#### As a family member of the same household



Wear gloves when handling the utensils used by the patient



Place food and drinks outside the room for patient to pick up themselves



Wear a face mask when interacting with the patient



Wash your hands regularly with soap and water or use hand sanitiser

**What should you do if the house/ place of residence is not suitable to safely isolate or quarantine?**
















Isolate or quarantine at any accommodation such as hotels and homestays to ensure that the isolation/ quarantine requirements can be implemented properly. All costs will have to be self-borne.

## 8. Vaccination

Vaccination is effective to protect ourselves and reduce the transmission of COVID-19. Booster doses are also needed to obtain the most optimal level of protection against the virus and to protect society as a whole.

### COVID-19 Vaccination Guide

#### Definition of Fully Vaccinated<sup>1,2</sup>

TYPE OF VACCINE	COMPLETE PRIMARY DOSE	INDIVIDUALS		TRAVELLERS <sup>3</sup>	
		FULLY VACCINATED		FULLY VACCINATED	
		18-59 YEARS	≥ 60 YEARS	18-59 YEARS	≥ 60 YEARS
Sinovac, Sinopharm	 2 doses	 3 doses	 3 doses	 3 doses	 3 doses
Pfizer, Moderna, AstraZeneca,	 2 doses	 2 doses	 3 doses	 2 doses	 3 doses
CanSino, Johnson & Johnson	 1 dose	 1 dose	 2 doses	 1 dose	 2 doses



Recipients of Sinovac and Sinopharm vaccines as well as individuals aged 60 years and above who have not received their booster dose are allowed to perform activities that are permitted for individuals who are fully vaccinated.



Proof of fully vaccinated status such as card or digital certificate is required to participate in activities with vaccination requirements.

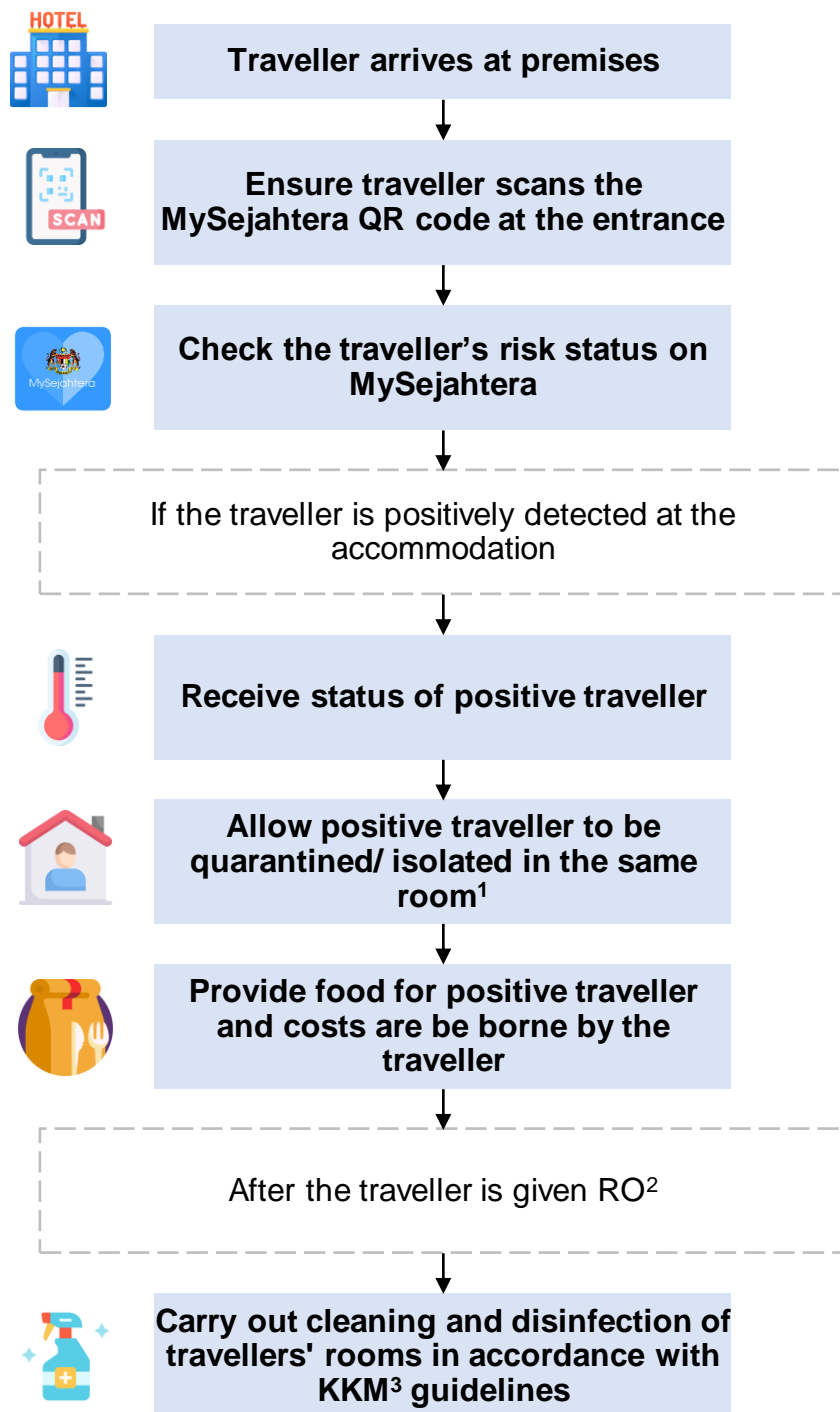


Individuals who are not eligible for vaccination (due to health reasons and has been verified by registered medical practitioners) must refer to the latest applicable guidelines.

Note: <sup>1</sup>Definition of fully vaccinated for vaccines above are subject to MOH's current recommendations. For other vaccines that are recognized by WHO's Emergency Use Listing (EUL), definition of fully vaccinated is subject to the recognition of WHO, International Authorities and producing countries (lists of types and brands of vaccines will be updated from time to time); <sup>2</sup>The effective vaccination status period after the last injection is 14 days for primary dose injection, and for booster dose injections is immediate after the booster dose injection was received; <sup>3</sup>Travellers from abroad.

## 9. Quarantine and Isolation Management of Travellers

To ensure a successful border reopening, quarantine and isolation management of travellers needs to be effectively carried out. Management of accommodations must comply with testing and quarantine protocols for all travellers entering the country.



Note: MOH will monitor travellers through MySejahtera and the Health Assessment Tool (HAT); <sup>1</sup>If travellers need to extend their stay, the same room should be provided; <sup>2</sup>Release Order; <sup>3</sup>Refer to MOH Guideline, Annex 36 at <https://covid-19.moh.gov.my/garis-panduan/garis-panduan-kkm>.

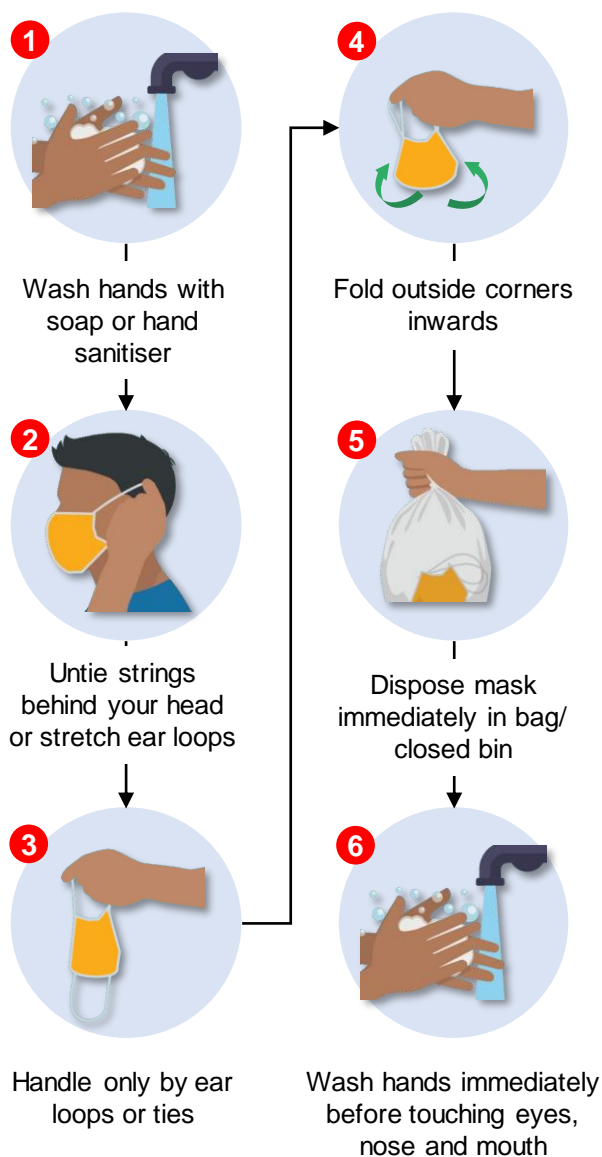
Source: MOH

## 10A. Personal Protective Equipment

All Personal Protective Equipment (PPE) including face masks, gloves, face shields and gowns should be removed and disposed properly to prevent contamination.

### How to Remove and Dispose Masks and Gloves

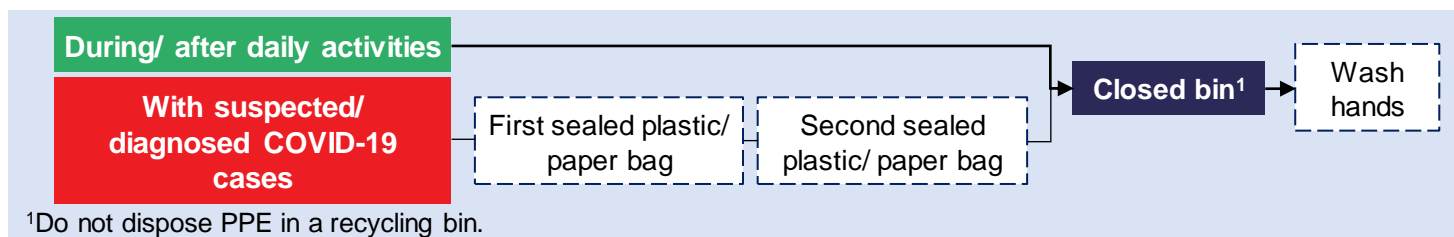
#### Masks



#### Gloves



#### Disposal of non-clinical PPE



Source: MOH, CDC, WHO



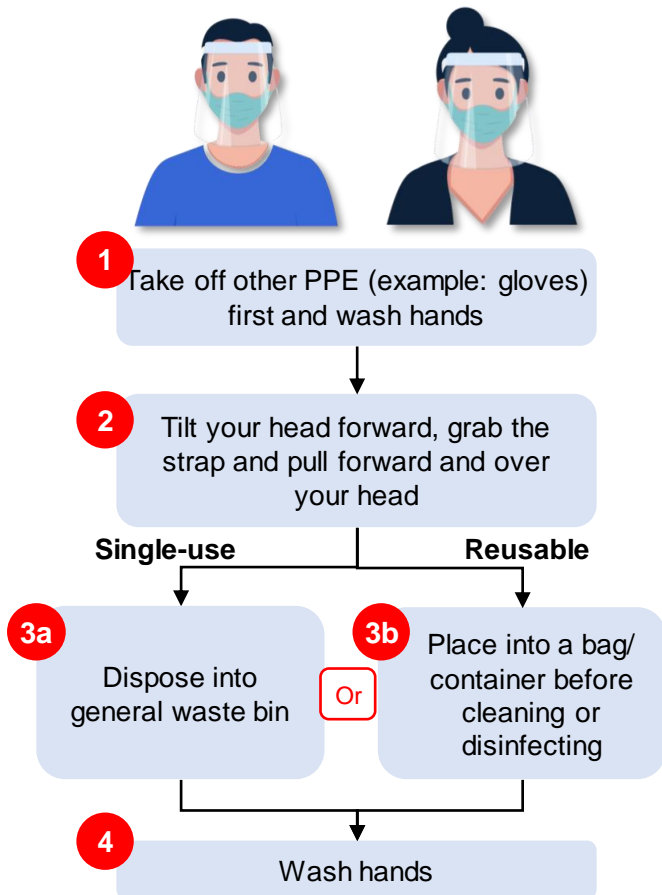


## 10B. Personal Protective Equipment

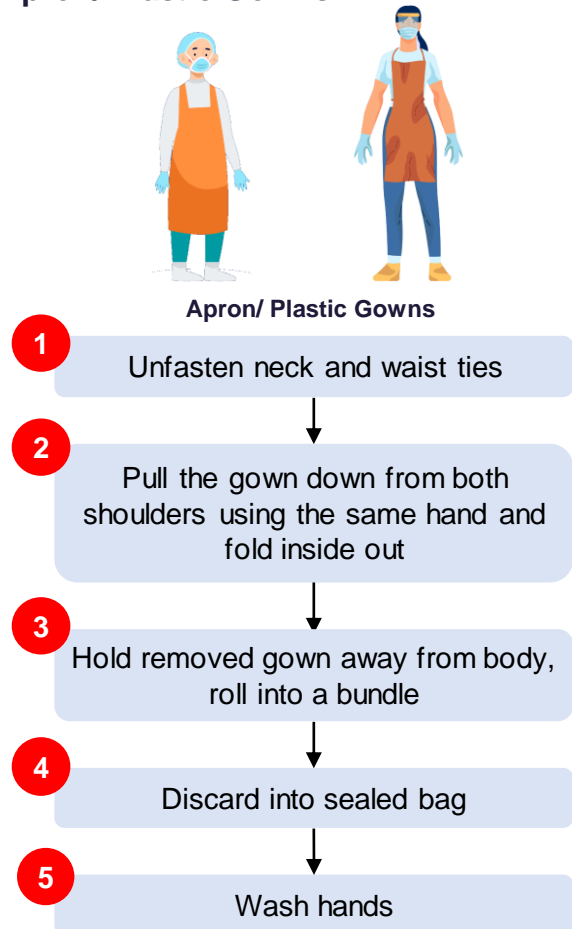
While removing PPE, avoid touching the exposed surface to avoid contamination.

### How to Remove Face Shields and Apron/ Plastic Gowns

#### Face Shields



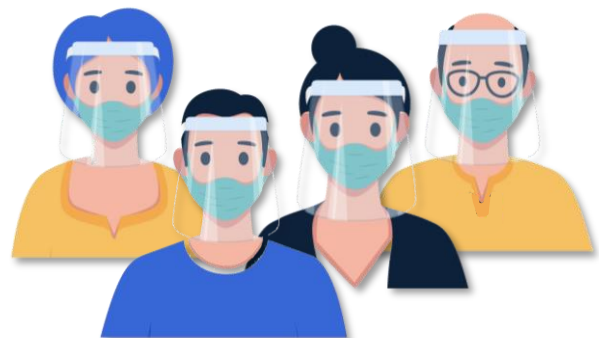
#### Apron/ Plastic Gowns



### How to Clean Reusable Face Shields

Face shield can be reused if there is frequent cleaning and disinfecting after daily use.

- 1** Wipe inside, followed by straps and outside with a wipe or clean cloth soaked with soap solution
  - Wear PPE if using disinfectant
- 2** Wipe with clean water to remove residue
- 3** Dry and store in clean and dry location



Source: MOH, CDC

## 11. Crowd Control

The risk of COVID-19 transmission is higher in places which are crowded, poorly ventilated, and interactions in close proximity or prolonged duration.

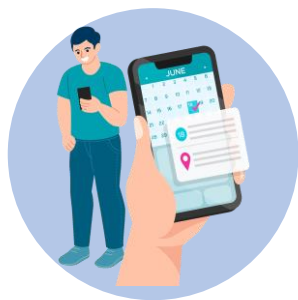
### Methods for Crowd Control at Hotel and Guest Accommodation Premises



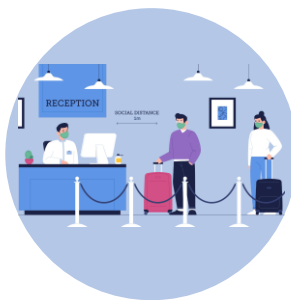
Ensure that each individual scans the MySejahtera<sup>1</sup> QR Code, including outdoor hotel and guest stay activities



Avoid congestion by maximising or opening all entrances and exits. Provide the MySejahtera QR Code at main entry points<sup>1</sup>



Make reservations in advance for accommodation



Simplify registration processes to reduce queues and congestion



Ensure adequate physical distancing is practised when taking food in turn



Place physical distancing guides on premises



Individuals who are COVID-19 positive<sup>2</sup> or under a HSO order are allowed to stay at the hotel or guest accommodation premises. Individuals are not allowed to leave their accommodation until their HSO has ended

Note: <sup>1</sup>MySejahtera QR code is only required to be scanned at the main door/ entrance of premises. Offices/ halls/ rooms/ entrance areas for hotel activities and guest accommodation after main entrances do not require a MySejahtera QR code; <sup>2</sup>Please refer to the flowchart for Positive Case Management on page 17.

Source: MOTAC



# MYGARIS PANDUAN

This Guideline is prepared by the Majlis Keselamatan Negara (MKN) and Ministry of Health Malaysia (MOH) with the full cooperation from the Ministries and agencies listed below as well as various industry and health experts.

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For more information please visit:

MKN Portal: <https://www.mkn.gov.my/>

MySOP Portal: <https://www.mysop.gov.my/>

MOH COVID-19 Health Protocol Portal: <https://covidprotocol.moh.gov.my/>

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## **#ReopeningSafely**