

2019-nCoV Coronavirus

Complimentary Crisis Response Plan for
hotels brought to you by Sky Touch

World Health Organisation Situation Report No. 5 - *A deadly virus is spreading fast*

On Friday the 24th of January, the media reported that Chinese health authorities confirmed at least 15 new deaths in one day, raising the death toll to 41 in Wuhan, China.

New epidemiological information reinforces the evidence that the **2019-nCoV** can be transmitted from one individual to another.

During previous outbreaks due to other coronavirus (Middle-East Respiratory Syndrome (MERS) and the Severe Acute Respiratory Syndrome (SARS)), **human-to-human transmission** occurred through droplets, contact and fomites, suggesting that the transmission mode of the **2019-nCoV** can be similar.

The World Health Organisation (WHO) shared strategic objectives. The goal is to interrupt the transmission of the virus from one person to another in China, and to prevent exportation of cases from China to other countries and territories.

Read more on page two what the hospitality industry can do to prevent the spreading.

SUMMARY - 25. January 2020, World Health Organisation

- A total of **1,320** confirmed cases have been reported for novel coronavirus (2019-nCoV) globally;
- Of the 1,320 cases reported, **1,297 cases were reported from China**, including Hong Kong SAR;
- A total of 1,965 suspected cases have been reported from 20 Chinese provinces, regions and cities;
- **23 confirmed cases have been reported outside of China (9 countries in total)**;
- Of these 23 confirmed cases, 21 had travel history to Wuhan City, China; **one case in Australia** had direct contact with a confirmed case from Wuhan while in China;
- **41 deaths** have been reported;

On 25 January 2020, the number of reported confirmed cases of 2019-nCoV has increased by 474.





Recommendations on how to protect yourself, hotel guests and staff

Sky Touch Global would like to encourage hotel operators to respond quickly and start introducing preventive measures. This can be achieved through a combination of health measures, such as *infection prevention for travellers, awareness raising and risk communication*. It is very similar to the SARS outbreak, which started 17 years ago.



In practice, this can look like this:

- Communicate with your staff and remind them of the importance of washing hands frequently;
- Provide sanitiser to your hotel guests and staff;
- Inform your hotel guests that sanitisers are available and the hotel management has introduced risk mitigation measures;
- Review your business continuity plans and carry out a table-top-exercise to find out if your hotel operations are prepared for a worst case scenario;
- For at least until the situation is contained, please try to avoid handshakes;
- Disinfect anything a traveller would touch frequently, this can include but is not limited to, the call buttons in lifts, light switches, door handles, toilets, telephones and the reception counter.

Be mindful, there is a risk of running out of handsanitiers soon.



So how easily can this virus spread?

Experts don't know exactly how it is passed on, or how easily transmission can happen.

Many of the cases detected initially were tied directly to the market in Wuhan. But some of the subsequent infections were clearly examples of person-to-person spread.

What are the symptoms of this viral infection?

As health officials have learned more, they've seen a broader array of symptoms, according to the WHO.

Overall, health authorities say, symptoms include **caught, high temperature, runny nose and shortness of breath**. A number of patients have been treated at hospitals and released within a few days.

Considerations

There are currently no vaccines available to protect anyone against human coronavirus infection. You may be able to reduce your risk of infection by doing the following,

- Wash your hands often with soap and water for at least 20 seconds;
- Avoid touching your eyes, nose, or mouth with unwashed hands;
- Avoid close contact with people who are sick.



In case, the virus doesn't spread into your area, it is a good exercise and subject for the next Toolbox Talk with your staff.