

# **Taipei City Hotel Guidance for Coronavirus Disease**

**2<sup>nd</sup> Edition**

**Department of Information and Tourism, Taipei City Government**

**June 23, 2020**

**※The handbook will be revised on a rolling basis in accordance with the epidemic situation and other situations**

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## **Chapter 1 Origin**

As the Coronavirus Disease 2019 (COVID-19) epidemic gradually spreads, cases of hotels refusing to accept travelers who are subject to quarantine to reduce the risk of infection have been seen, and civil affairs agencies have even had to lead refused travelers back and forth and try to find them a place to stay, actually increasing the risk of infection. To reinforce the epidemic prevention defenses, from February 2020, this Department cooperated with the Taipei City Government's Department of Civil Affairs (DOCA), Department of Health (DOH), Department of Environmental Protection (DOEP) and Taipei City Police Department (TCPD) and, on February 21, the first Quarantine Hotel opened. As of March 25, Taipei City had five Quarantine Hotels offering 217 rooms, as well as several hotels that meet the requirements of the epidemic prevention Standard Operating Procedure and offer several hundred guest rooms.

When planning Taipei City's Quarantine Hotels, the city government found that ordinary hotels lacked knowledge of epidemic prevention. To establish correct concepts, this Department integrated the knowledge that hotel operators need about epidemic prevention and published a handbook that describes how a hotel implements epidemic prevention measures, receive guests subject to quarantine, and establishes correct epidemic prevention concepts and standard operating procedures; through text and illustrations, hotel operators are shown the steps to receiving travelers so they take part in building a complete epidemic prevention system and protect the health of the community. As of March 23, the handbook has been downloaded more than 21,000 times and has circulated widely amongst hotel operators, government agencies and also people who have returned from overseas and are subject to quarantine. As valuable suggestions for amendment were later received from many knowledgeable sources, it was decided to compile the second edition of the Hotel guidance for Coronavirus Disease with the aim of leading the way to the building of a more complete epidemic prevention system.

## **Chapter 2 Active and Correct Understanding of Epidemic Prevention**

### **2.1 Severe Pneumonia with Novel Pathogens (COVID-19)**

On January 15, 2020 the Ministry of Health and Welfare announced that Severe Pneumonia with Novel Pathogens (COVID-19) had been made a notifiable communicable disease<sup>1</sup> of category 5 in announcement Wei Shou Ji Zi No. 1090100030. Infection paths are direct contact with secretions carrying the virus or infection by droplets. Suggested prevention measures are the same as for other respiratory tract infections, including washing hands properly and frequently and dealing with nasal secretions (respiratory tract secretions) in a proper way.

### **2.2 Tracking and Management Mechanism for People at Risk of Infection**

Please refer to the updated information released by The Central Epidemic Command Center (CECC) – as shown in the following Table

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<sup>1</sup> Taiwan Centers for Disease Control Announcement  
<https://www.cdc.gov.tw/Disease/SubIndex/N6XvFa1YP9CXYdB0kNSA9A>

## CECC Measures for Following Up on Persons at Risk of Infection

04.07.2020

Intervention	Home Isolation	Home Quarantine	Self-health management
Groups of persons	Persons who had contact with confirmed cases	People with travel history	1. Reported cases who have tested negative and met criteria for being released from isolation 2. People reported and tested for COVID-19 under "COVID-19 Community-based Surveillance"
Responsible authorities	Local health authorities	Local civil affairs bureau or borough chief	Central/Local health authorities
Enforcement	Home isolation for 14 days Active monitoring twice a day	Home quarantine for 14 days Active monitoring once or twice a day	Self-health management for 14 days
Notes concerning respective measures	<ul style="list-style-type: none"> <li>• Health authority will issue a "Home (Self) Isolation Notice"</li> <li>• Health authority shall check health status of the individual twice a day</li> <li>• During the home isolation period, the individual is to stay at home (or designated location) and not go out, and may not leave the country or use public transportation</li> <li>• Symptomatic individuals will be sent to the hospital for medical attention</li> <li>• Individuals not adhering to the CECC's prevention measures will be penalized under the Communicable Disease Control Act and be forcibly placed</li> <li>• After the home isolation period ends, the individual should conduct an additional 7-day period of self-health management</li> </ul>	<ul style="list-style-type: none"> <li>• Where the relevant authority has issued a Novel Coronavirus Health Declaration and Home Quarantine Notice, the individual is to wear a surgical mask and return home for home quarantine</li> <li>• The local borough chief or borough clerk shall call the individual every day during the 14-day period to ask about the individual's health status, and shall record the information obtained</li> <li>• During the quarantine period, the individual is to stay at home (or designated location) and not go out, and may not leave the country or use public transportation</li> <li>• Symptomatic individuals will be sent to designated medical facilities for tests; the relevant health authority will also begin active monitoring</li> <li>• Individuals not adhering to the CECC's prevention measures will be penalized under the Communicable Disease Control Act and be forcibly placed</li> <li>• After the home quarantine period ends, the individual should conduct an additional 7-day period of self-health management</li> </ul>	<ul style="list-style-type: none"> <li>• Asymptomatic individuals are to avoid public places, postpone any non-urgent medical care or examination, always wear a medical mask when going out, wash hands frequently, follow respiratory hygiene and cough etiquette, and take temperature twice a day, once in the morning and once in the evening.</li> <li>• Individuals with fever or respiratory symptoms such as coughing or running nose are to wear a medical mask, seek medical attention immediately and not to use public transport; inform the physician of your contact history, travel history, and whether anyone else has similar symptoms; wear a surgical mask while returning home and avoid going out; and keep 1 meter away from others when talking to them.</li> <li>• After being tested for COVID-19 and returning home, individuals are to stay at home and not to go out before receiving results</li> <li>• Medical personnel are to halt work and not to come to work temporarily</li> </ul>
Legal basis	§ Article 48, Communicable Disease Control Act § Paragraph 1, Article 15, Special Act for Prevention, Relief and Revitalization Measures for Severe Pneumonia with Novel Pathogens	§ Article 58, Communicable Disease Control Act § Paragraph 2, Article 15, Special Act for Prevention, Relief and Revitalization Measures for Severe Pneumonia with Novel Pathogens	§ Article 48, Communicable Disease Control Act; Article 58, Communicable Disease Control Act § Article 67, Communicable Disease Control Act; Article 69, Communicable Disease Control Act

Central Epidemic Command Center



www.cdc.gov.tw

Communicable Disease Reporting and Consultation Hotline : 1922

廣告

Please refer to the updated information released by The CECC:

<https://health.gov.taipei/News.aspx?n=E9BC77806B606451&sms=92F51A92000DDD8A>



**Home isolation** (Quarantine Hotels do not accept persons in home isolation)

Subject: Persons who had contact with confirmed cases

Responsible Authorities: Local health authorities

Enforcement: Home isolation for 14 days

Active monitoring twice a day

Coordination matters:

- (1) Health authority will issue a “Home (Self) Isolation Notice”
- (2) Health authority shall check health status of the individual twice a day.
- (3) During the home isolation period, the individual is to stay at home (or designated location) and not go out, and may not leave the country or use public transportation.
- (4) Symptomatic individuals will be sent to the hospital for medical attention.
- (5) Individuals not adhering to the CECC’s prevention measures will be penalized under the Communicable Disease Control Act and be forcibly placed
- (6) After the home quarantine period ends, the individual should conduct an additional 7-day period of self-health management.

**Home quarantine**

Subject: People with travel history

Responsible Authorities: Local civil affairs bureau or borough chief/clerk

Enforcement: Home quarantine for 14 days

Active monitoring twice a day

Coordination matters:

- (1) Where the relevant authority has issued a Novel Coronavirus Health Declaration and Home Quarantine Notice, the individual is to wear a surgical mask and return home for home quarantine
- (2) The local borough chief or borough clerk shall call the individual every day during the 14-day period to ask about the individual’s health status, and shall record the information obtained
- (3) During the quarantine period, the individual is to stay at home (or designated location) and not go out, and may not leave the country or use public transportation
- (4) Symptomatic individuals will be sent to designated medical facilities for tests; the relevant health authority will also begin active monitoring
- (5) Individuals not adhering to the CECC’s prevention measures will be penalized under the Communicable Disease Control Act and be forcibly placed

- (6) After the home quarantine period ends, the individual should conduct an additional 7-day period of self-health management.

#### Self-health management

Subject 1: Reported cases who have tested negative and met criteria for being released from isolation

Subject 2: People reported and tested for COVID-19 under “COVID-19 Community-based Surveillance”

Responsible Authorities: Central/Local Healthy Authorities

Enforcement: Self-health management for 14 days

Coordination matters:

- (1) Asymptomatic individuals are to avoid public places, postpone any non-urgent medical care or examination, always wear a medical mask when going out, wash hands frequently, follow respiratory hygiene and cough etiquette, and take temperature twice a day, once in the morning and once in the evening.
- (2) Individuals with fever or respiratory symptoms such as coughing or running nose are to wear a medical mask, seek medical attention immediately and not to use public transport; inform the physician of your contact history, travel history, and whether anyone else has similar symptoms; wear a surgical mask while returning home and avoid going out; and keep 1 meter away from others when talking to them.
- (3) After being tested for COVID-19 and returning home, individuals are to stay at home and not to go out before receiving results
- (4) Medical personnel are to halt work and not to come to work temporarily

The above content is taken from the CDC website. <https://www.cdc.gov.tw/>

### **2.3. Correct Attitude for Responsible Persons and Senior Managers of Hotels**

- (1) Proactively keep abreast of the epidemic situation and properly carry out epidemic prevention preparations for staff and facilities, including setting cleaning procedures and stocking up on epidemic prevention materials to a reasonable degree.
- (2) Be firmly determined to serve society, cooperate with central and local governments, carry out and strengthen epidemic prevention measures, assist visitors and nationals entering Taiwan in safely passing through the epidemic.
- (3) Properly implement epidemic prevention SOPs, cooperate with the implementation of policies by related agencies and adopt emergency response epidemic prevention measures.

Words from the heart during the epidemic:

In the process of meal preparation and delivery, let people under home quarantine feel they are subject to “home management” not “patient isolation”, which is the key point for service support. A person under home quarantine needs to feel that each meal is not a prison meal but a healthy meal prepared with care for those under home quarantine, it has to be achieved by diligent meal preparation by kitchen staff and empathy of the staff who deliver the meals. This is very important.

### **2.4 Correct Attitude for Hotel Employees**

- (1) Implement self-epidemic prevention operations, cooperate with company epidemic prevention promotion and SOPs.
- (2) Guests under home quarantine are our guests, not patients or convicts, who stay at a hotel, instead of home, as the location of home quarantine. Serving guests should be the starting point.
- (3) Supply self-cleaning tools and essentials to allow the self-maintenance of the cleanliness and comfort of the living environment by guests.

## Chapter 3 Epidemic Prevention Operating Standards for Ordinary Hotels

### 3.1 Basic Epidemic Prevention Operating Procedures for Hotel Employees

All employees

1. Employees should wear surgical masks when on duty and off duty, take temperature twice a day (morning and evening) and keep a symptom monitoring record. If a fellow worker suddenly has a fever or cough at work, their temperature should be taken immediately, and they should put on a surgical mask and, when necessary, medical treatment should be promptly sought, and the situation reported to a manager. The manager should set rules for requesting leave for fever and respiratory tract symptoms and a work manpower support plan.
2. Please implement respiratory hygiene and cough etiquette; those with a cough or other respiratory tract symptoms should wear a mask and seek medical treatment quickly; those with a fever (ear temperature  $\geq 38^{\circ}\text{C}$  forehead temperature  $\geq 37.5^{\circ}\text{C}$ ) and respiratory tract symptoms should rest at home after seeing a doctor and report to their manager (don't go to work with a fever). Only go to work 24 hours after antipyretics are no longer taken and symptoms have subsided. Employees with travel and contact history must also inform their manager as well as seek medical treatment.
3. Remind employees to pay attention to sleep, hydration and nutrition and to maintain a regular routine and to do exercise and have good habits to maintain good immunity.
4. Wash hands properly and frequently and keep hands away from the mouth, nose and eyes.. If respiratory secretion is come into contact with, wash it away immediately with soap and clean water; avoid enclosed spaces and places with poor ventilation.
5. A person in isolation or quarantine due to work can apply to the company for Epidemic Isolation Leave.
6. If surgical masks come into contact with water, secretion (from sneezing or other symptoms.) or contaminants, microorganism or pathogens will breed and, constantly in contact with the nose, the possibility of causing illness will increase. Therefore, they should be changed immediately when soiled. Also, even if a mask looks clean it should be changed after six to eight hours of use.

7. Hands should be washed before putting gloves on and check if the gloves are damaged or dirty and change them if they are. After use, hands should be washed thoroughly. Gloves cannot be shared, and disposable gloves should be changed every day.
8. Sufficient basic daily essentials, personal epidemic prevention materials and thermometers should be prepared and the responsible management for all materials should be fulfilled.
9. The management regulations should be set regarding the route and personnel diversion for persons under quarantine to take when they must leave their rooms.
10. Personnel safety management: If a person under quarantine fails to obey related epidemic prevention measures or violates regulations, the operators should first try persuasion; if persuasion is ineffective, they can call the police to handle the matter with civil affairs personnel and notify the DOH to issue a penalty. Quarantine Hotels must keep images or other evidence of rule violation as the basis for follow-up sanctions.

#### Counter/front desk personnel


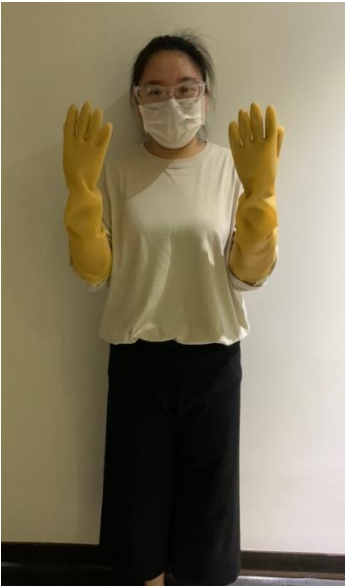
1. To avoid droplet transmission when receiving guests, a mask and gloves must be worn. An acrylic screen in front of the counter can reduce the chance of infection.
2. Carry alcohol, disinfectant or other sanitizer and clean the surrounding area once every 10 minutes; wash hands properly and frequently and avoid touching the mouth, nose and eyes with the hands.
3. Disinfect the surrounding area with 1,000ppm (1:50) bleach every day; if a place has come into contact with or has vomit or secretion left behind by a person under quarantine, it should be disinfected with 5000ppm (1:10) bleach.
4. Make a list of persons under quarantine, do health tracking, collect and organize reports, and implement handover.

#### Housekeeping personnel

1. To avoid droplet and contact transmission when on duty, a mask, gloves, eye protection (protective glasses, goggles or face shield) and other protective gear must be worn.

2. Carry alcohol or sanitizer and clean the surrounding area once every hour; wash hands properly and frequently.
3. After cleaning rooms, personal cleaning must be strengthened; and avoid touching the mouth, nose and eyes with the hands.
4. The trolleys of persons under quarantine and objects they have touched should be cleaned with 1,000ppm (1:50) bleach every day; if a place has come into contact with or has vomit or secretion left behind by a person under quarantine, it should be disinfected with 5000ppm (1:10) bleach.

**Protective gear for employees when on duty**

<b>Figure</b>	<b>Explanation</b>
	<p>Counter/front desk personnel's epidemic prevention protective gear:</p> <ol style="list-style-type: none"> <li>1. Disposable gloves</li> <li>2. A surgical mask</li> </ol>
	<p>Housekeeping personnel's epidemic prevention protective gear:</p> <ol style="list-style-type: none"> <li>1. Disposable gloves/long gloves</li> <li>2. A surgical mask</li> <li>3. Eye protection (protective glasses, goggles or face shield)</li> <li>4. Oversleeves or protective suit</li> </ol>

### 3.2 Operating Procedure for Ordinary Guest Check-In

1. When guests and visitors (including suppliers) enter the hotel, their temperature must be taken, and Guest's Health Status Monitoring Registration Form, Visitor Health Status Monitoring Registration Form, and Novel Coronavirus Health Declaration Survey need to be filled out as required by regulations and the temperatures should be recorded in the form for future follow up. The Novel Coronavirus Health Declaration Survey should be retained for 90 days.

※ Related forms could be created by each hotel ※

2. Check-in for ordinary guests can follow the basic operating procedure of each hotel. A version of the multi-lingual epidemic prevention announcement should be given according to guest nationality. Checking in and filling out forms of personal information online can reduce risk of infection.
3. During the Severe Pneumonia with Novel Pathogens (COVID-19) epidemic, it is recommended that suppliers' and visitors' visits be reduced when unnecessary and wearing of a mask by people who feel ill is advocated. The above measures must be implemented properly. Revision should be made in accordance with the latest control measures announced by the CECC.
4. After a guest checks in, they should go to their room by elevator and not be accompanied by hotel staff. Hotel staff should open the room door in advance to allow the guest to enter as soon as they arrive. Hotel staff should wait on that floor and disinfect the elevator buttons with diluted bleach as soon as the guest leaves the elevator.

### 3.3 Operating Procedure for Hotel Epidemic Prevention Cleaning

1. Public spaces, such as restaurants, reading areas and laundry rooms, should be cleaned and disinfected regularly and hand sanitizer provided; after completion, the **Counter Cleaning Record Form** should be filled in.

※ **Counter Cleaning Record Form** can be created by each hotel ※

2. Environments that serve travelers, such as counters, tables and chairs, and floors should be cleaned at least once a day and more times when needed. Work surfaces that are often touched such as door handles, worktops and dining tables should be cleaned at least once a day with a suitable disinfectant (such as 500ppm bleach).

3. When a room or public space has a small area contaminated by body fluid, vomit or excrement (contaminate volume <10ml), low concentration 1,000ppm bleach (1:50 dilution) should be sprayed on; if contaminant volume is over 10ml, high concentration 5,000ppm bleach (1:10 dilution) should be sprayed on and the contaminant cleaned up after 10 minutes with detergent or soap and water; effective environmental disinfection should then be carried out by using a wet cloth and suitable disinfectant.
4. For disinfectants, dilution method, contact time and disposal method should be as recommended by the manufacturer. Bleach should be mixed on the day of use to avoid decline in its effectiveness; after wiping with bleach, waiting for 1-2 minutes is recommended before wiping with clean water.
5. Cleaning implements should be cleaned and disinfected after use; cleaning items such as cloths and mops should be washed and changed often.
6. Coins, keys and mobile phones are frequently contaminated with pathogens. After touching coins, keys and mobile phones, hands must be disinfected with alcohol. If a guest orders food or goods delivery, cash payments should be prohibited, but online credit card payment can be used to reduce infection risk.

#### Surface disinfection SOP

※Each hotel can create its own Counter Cleaning Record Form※

1. Executing personnel: Every shift should use alcohol and disinfectant (diluted bleach) to wipe down all public areas.
2. Scope of execution:
  - (1) Counter surface, computers, computer keyboard and telephones etc
  - (2) Guest-use computers and door handles in the lobby
  - (3) Power switches and elevator panels
  - (4) Restaurant tables, counters and door handles
  - (5) All surfaces and objects that can be touched
3. Key points of execution: Gloves, surgical masks, eye protection (protective glasses, goggles or face shield), and ordinary protective suits must be worn throughout to avoid contaminants or cleaning fluid splashing onto the mouth, nose and eyes.
4. Execution steps:
  - (1) wooden tables and chairs :



① Remove contaminants with a cloth using 1: 50 bleach/ Sodium Hypochlorite (1000ppm); mixed on the day of use, 1% bleach, 49% cold water.

② Wipe with clean water after 10 minutes

③ Sofa polish (once a day)

(2) Water machine, coffee machine, drinks machine, keyboard panels, places pressed by hand:

① Remove contaminants with a cloth using 1: 50 bleach/ Sodium Hypochlorite (1000ppm); mixed on the day of use, 1% bleach, 49% cold water.

② Wipe with clean water after 10 minutes

(3) Flat objects:

① Remove contaminants with a cloth using 1: 50 bleach/ Sodium Hypochlorite (1000ppm); mixed on the day of use, 1% bleach, 49% cold water.

② Wipe with clean water after 10 minutes

#### Corridor floor disinfection SOP

Step 1: Remove contaminants with a cloth using 1:50 bleach/ Sodium Hypochlorite (1000ppm); mixed on the day of use, 1% bleach, 49% cold water; then wipe with clean water after 10 minutes. ※ Use floor cleaning liquid with a sterilizing effect※



#### Air conditioning equipment cleaning SOP

1. The air-conditioning filter net and air outlet should be cleaned regularly.

2. The air-conditioning filter net can be soaked in diluted bleach for 10 minutes for disinfection.
3. If central air conditioning is used, external air proportion needs to be increased, such as 30 minutes of external air exchange every two hours.
4. The air-conditioning air outlet must be wiped with diluted bleach for disinfection.

#### Leisure facility cleaning SOP

1. If the hotel has a public hot spring pool, sauna, gym, swimming pool, reading room or other public leisure space, they must be regularly cleaned and disinfected. Every person should disinfect his/her hands with alcohol before entering.
2. Implement a real name registration method to strengthen control and avoid being used by persons under home quarantine.
3. Users can be required to wear face masks.
4. Fresh air should be introduced and increased for public hot spring pools and saunas, or windows should be opened.
5. Grooming utensils should be sterilized with UV light before use.

### 3.4 Operating Procedure for Room Epidemic Prevention Cleaning

#### Ordinary continued stay cleaning process


Figure	Explanation
	<p><b>Step 1: Preparations for cleaning</b></p> <ol style="list-style-type: none"> <li>1. Gloves and a surgical mask must be worn throughout and eye protection (protective glasses, goggles or face shield), and oversleeves or ordinary protective suit worn.</li> <li>2. Avoid contaminants or detergent spraying onto the mouth, nose and eyes.</li> <li>3. When cleaning and disinfecting, avoid touching the eyes, mouth and nose.</li> </ol>



Figure	Explanation
	<p><b>Step 2 Room air cleaning</b></p> <ol style="list-style-type: none"> <li>1. Disinfect the handle before opening the door.</li> <li>2. The cleaner should first stand outside and spray air disinfectant into the room air (even better to have automated equipment, same below).</li> <li>3. Turn the split-type air conditioner to maximum power.</li> <li>4. Immediately close the room door, and let circular disinfection take place for 10 minutes.</li> <li>5. After entering the room, first spray air disinfectant in the bathroom and let the AC continue to run.</li> </ol>
	<p><b>Step 3 Cleaning and disinfecting essentials</b></p> <p>Spray alcohol and disinfectant (diluted bleach) on bedding sheet and pillows and other bedware used by guests.</p>





Figure	Explanation
	<p><b>Step 4 Housekeeping cleaning (1)</b> Complete the procedure of changing the whole bed set.</p>
	<p><b>Step 5 Bathroom cleaning</b></p> <ol style="list-style-type: none"> <li>1. Confirm that bathroom air disinfection is completed.</li> <li>2. Spray the walls, floor and bowl with diluted bleach and wipe, and then rinse with a large amount of clean water.</li> <li>3. Spray the walls, floor and bowl with bathroom detergent and then wipe.</li> <li>4. Wash with a large amount of clean water.</li> </ol>

Figure	Explanation
	<p><b>Step 6 Housekeeping cleaning (2)</b></p> <ol style="list-style-type: none"> <li>1. Remove fine dust from the floor with sticky paper.</li> <li>2. Spray disinfectant for the floor or diluted bleach and then mop once.</li> <li>3. Mop again with clean water.</li> </ol>
	<p><b>Step 7 Housekeeping cleaning (3)</b></p> <p>After cleaning, the room door handle must be disinfected with alcohol.</p>

Ordinary checkout cleaning SOP




Figure	Explanation
	<p><b>Step 1: Preparations for cleaning</b></p> <ol style="list-style-type: none"> <li>1. Gloves and a surgical mask must be worn throughout and eye protection (protective glasses, goggles or face shield), and oversleeves or ordinary protective suit worn.</li> <li>2. Avoid contaminants or detergent spraying onto the mouth, nose and eyes.</li> <li>3. When cleaning and disinfecting, avoid touching the eyes, mouth and nose.</li> </ol>
 	<p><b>Step 2 Room air cleaning</b></p> <ol style="list-style-type: none"> <li>1. Disinfect the handle before opening the door.</li> <li>2. The cleaner should first stand outside and spray air disinfectant into the room air (even better to have automated equipment, same below).</li> <li>3. Turn the split-type air conditioner to maximum power.</li> <li>4. Immediately close the room door, and let circular disinfection take place for 10 minutes.</li> <li>5. After entering the room, first spray air disinfectant in the bathroom and let the AC continue to run.</li> </ol>




Figure	Explanation
	<p><b>Step 3 Cleaning and disinfecting essentials</b>  Spray alcohol and disinfectant (diluted bleach) on bedding sheet, pillows and other bedware used by guests.</p>
 	<p><b>Step 4 Bathroom cleaning (1)</b></p> <ol style="list-style-type: none"> <li>1. Confirm that bathroom air disinfection is completed.</li> <li>2. Spray the walls, floor and bowl with diluted bleach and wipe, and then rinse with a large amount of clean water.</li> <li>3. Spray the walls, floor and bowl with bathroom detergent and then wipe.</li> <li>4. Wash with a large amount of clean water.</li> </ol>



Figure	Explanation
	<p><b>Step 5 Bathroom cleaning (2)</b></p> <ol style="list-style-type: none"> <li>1. Remove the sink plug and scrub the sink with diluted bleach for disinfection.</li> <li>2. Disinfect the drainage hole by pouring in bleach.</li> <li>3. Rinse all the bathroom with clean water to finish bathroom cleaning.</li> </ol>
	<p><b>Step 6 Housekeeping cleaning (1)</b></p> <ol style="list-style-type: none"> <li>1. First, wash the eco cups with dishwashing liquid.</li> <li>2. Then, they need to be disinfected at a high temperature in a dishwasher or hand washed with <math>&gt;100^{\circ}\text{C}</math> water for disinfection.</li> </ol>



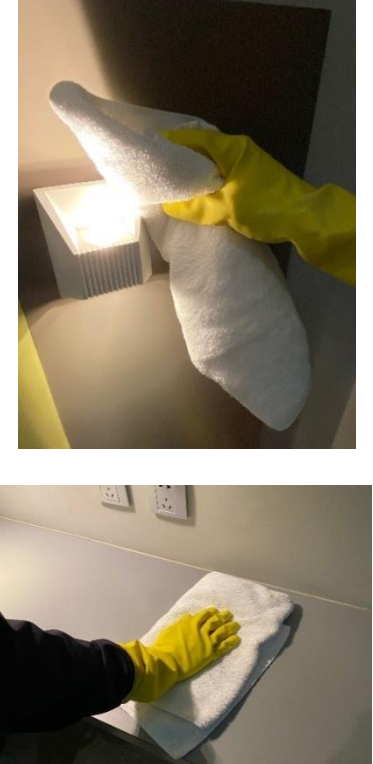



Figure	Explanation
	<p><b>Step 7 Housekeeping cleaning (2)</b></p> <ol style="list-style-type: none"> <li>1. Using a cloth or brush to clean all platforms, buttons and objects that could be touched.</li> <li>2. Wipe with diluted bleach for disinfection.</li> <li>3. Then wipe with clean water.</li> </ol>
	<p><b>Step 8 Housekeeping cleaning (3)</b></p> <p>Complete the procedure of changing the whole bed set.</p>

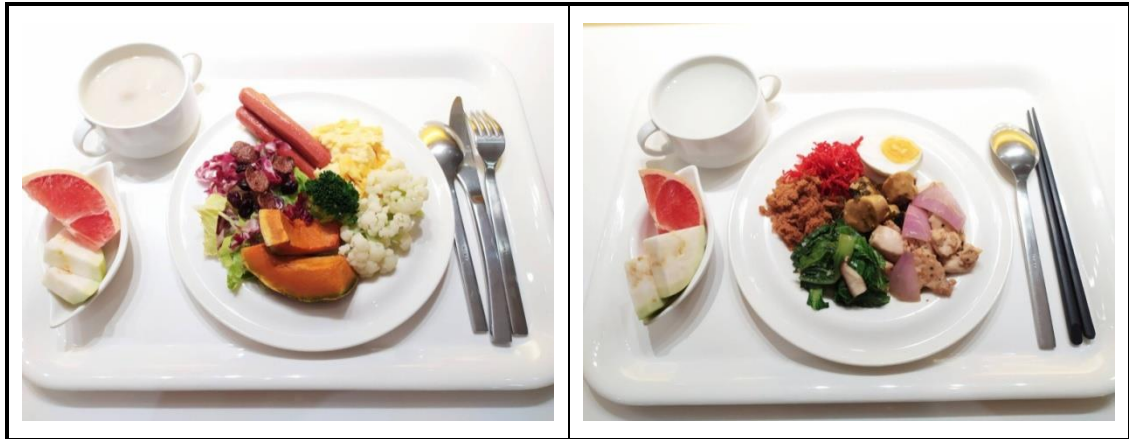
Figure	Explanation
	<p><b>Step 9 Housekeeping cleaning (4)</b></p> <ol style="list-style-type: none"> <li>1. Remove fine dust from the floor with sticky paper.</li> <li>2. Spray disinfectant for the floor or diluted bleach and then mop once.</li> <li>3. Mop again with clean water.</li> </ol>
	<p><b>Step 10 Housekeeping cleaning (5)</b></p> <p>After cleaning, the room door handle must be disinfected with alcohol or diluted bleach.</p>

### 3.5 Systematic Operation for Catering Epidemic Prevention Service

#### Set meal provision

1. Buffet style meals should be changed to set meals to avoid droplet transmission, with one set of tableware and one meal per person to avoid excess contact and droplet transmission.
2. The amount of tableware should be reduced to lessen the chance of contact transmission. If tableware is reused, the washing method should be strictly regulated, and it must be washed with dishwashing liquid and sterilized at high temperature. **If a diner is a person under home quarantine, they must use disposable plates, bowls and chopsticks which should be discarded immediately after use.**
3. Service staff should all wear surgical masks and gloves. Kitchen staff should all wear a chef's hat, a surgical mask and gloves and wash their hands every 30 minutes.
4. When a guest enters, their temperature should be taken with a forehead thermometer and hands disinfected with alcohol. With ear temperature over 38°C or forehead temperature over 37.5°C, the guest should be refused entry.
5. To avoid cross-contamination between raw and cooked foods, after touching raw foods, the hands should be washed and disinfected with alcohol.





## **Chapter 4 Standard Operating Procedure for Quarantine Hotels**

### **4.1 Standard Operating Procedure for Hotel Application for Quarantine Hotel Status**

From March 19, 2020, all incoming travelers have been subject to 14-day home quarantine. To reinforce the epidemic prevention defenses and avoid travelers who are refused by hotels having to search for a place to stay, increasing the chance of infection, Taipei City Government (TCG) introduced a program to provide accommodation to travelers subject to home quarantine on February 17. The city government has enlisted interested hotels to build a Quarantine Hotel system. A complete management system is used to stop the spread of virus in the community, while also providing people under quarantine complete accommodation services. The first Quarantine Hotel opened on February 21.

The Quarantine Hotel system established by the city requires that interested hotels first submit an application to the city government. The application SOP is as follows:

- 1. The hotel has to occupy a whole building and the rooms must not be carpeted.**
- 2. Each hotel should formulate its own SOPs in line with this handbook's SOP. The Department of Information and Tourism will first undertake document review of the SOPs and confirm that all employees agree and that the rooms are not carpeted.**

3. After receiving hotel assessment information, the Department will first undertake a general document review; if the information provided is incomplete, the hotel operator will be asked to provide the required information before being allowed to enter the inspection stage. Those who fail review will be separately notified.
4. For the site inspection stage, the Department will invite the DOH for joint handling. On-site inspection and confirmation will be carried out in line with the documents and the survey information provided by the hotel at the earlier stage. The hotel must make improvements according to suggestions after the inspection. The main points of improvement include:
  - (1) Rooms must at least have Wi-Fi (or TV).
  - (2) Are safety management measures enough, such as access management, CCTV cameras in corridors, 24-hour manned counter?
  - (3) Is the room rate reasonable (can include fees for meals provided by the hotel or for food delivery service)?
  - (4) The hotel must cooperate with the DOH in carrying out orientation and epidemic prevention health education and promotion for guests under quarantine.
  - (5) Are supplies of protective materials (masks, gloves, eye protection: protective glasses, goggles or face shield, alcohol, disinfectant, thermometers etc.) sufficient?
  - (6) In addition to caring for people under quarantine, does the hotel also pay attention to the mental and physical health of employees?
  - (7) The hotel floor should be wooden or plastic; carpeted floors are not considered at present.
  - (8) The floors housing people under quarantine should be separate from the ones housing ordinary guests and diversion measures should be adopted.
5. After making the suggested improvements after inspection and meeting the requirements of a Quarantine Hotel set by the Department, a hotel can formally

become a Quarantine Hotel. If a person under quarantine needs to stay at the hotel, the Department will pass the information to the person under quarantine for his/her check-in.

6. If a Quarantine Hotel wants to stop providing accommodation for people under quarantine, the Department should be informed as soon as possible and it should only leave the system when the Department has arranged for another hotel which accepts the people under quarantine.

#### **4.2 Standard Procedure for Calling an Epidemic Prevention Taxi for Guests under quarantine**

Version: March 22, 2020

1. Request
  - (1) An individual expresses the need to see a doctor at the Taipei City Epidemic Prevention Hotline (02)2375-3782; **the health professional of the line will assess their medical needs and decide whether they can be diagnosed by telecommunication. If they need to see a doctor, they should select a suitable method of transportation. If they have a fever or respiratory tract symptoms, they should call 1922 or an ambulance.**
  - (2) **If a person under quarantine was refused by a non-Quarantine Hotel, the hotel should notify the Department to transfer the person to a Quarantine Hotel and request an Epidemic Prevention Taxi.**
2. The health professional of Epidemic Prevention Hotline confirms that the person needs to take an Epidemic Prevention Taxi
  - (1) After concluding that the person under home quarantine has no fever or respiratory tract symptoms and can't get a ride from a family member, the DOH hotline staff member will agree to let the person take an Epidemic Prevention Taxi.
  - (2) The person will be asked when they want the taxi, where they want to be picked up, their mobile phone number, number of passengers, destination and whether they can get in and out of the taxi unaided; those who are unable to get in and out of the taxi unaided should call an ambulance.
  - (3) The person will be informed of rules for seeing a doctor and for the return journey. The person should pay the amount shown on the meter; it is suggested that an Easy

Card be used to pay the fare and that, for the return journey, the epidemic hotline can be called again.

- (4) When the hotline staff member confirms that the requirements are met, he/she will call the mobile phone number of the Epidemic Prevention Taxi reporter.
3. DOH staff member dispatch an Epidemic Prevention Taxi  
The DOH staff member will tell the taxi driver the name of the passenger and when and where they will take it, their mobile phone number, number of passengers, destination-designated hospital (including location of drop off at hospital)
4. Epidemic Prevention Taxi begins providing service
  - (1) The driver and passenger should both wear a mask and the windows should be open to maintain good ventilation.
  - (2) After dropping off the passenger, the driver will carry out disinfection of the car interior, wash hands and then wait near the hospital.
  - (3) If a passenger has been refused by a hotel and is being transferred to a Quarantine Hotel, the taxi driver has responsibility to keep it confidential if the hotel does not want its name made public.
5. Person returns after seeing a doctor  
After seeing a doctor, the person calls the Epidemic Prevention Hotline and arranges for the time and place with a member of DOH staff, who then notifies a driver to go that spot at that time to take the person home.
6. Epidemic Prevention Taxi completes mission  
After completing the mission, the taxi returns to the place designated by the Public Transportation Office. The driver carries out car interior disinfection and washes hands, and then waits for the next mission.

#### **4.3 Daily Maintenance Operating Procedure for Counter Epidemic Prevention**

##### **Check-in**

1. When a traveler subject to self-health management or home quarantine checks in, in addition to the usual process for checking in, their temperature must be taken and symptoms monitoring record kept and the **Novel Coronavirus Health Declaration Survey** filled in and the self-management checklist (yellow form) filed for reference

2. **When handling check in, hotel staff must wear a surgical mask and gloves and disinfect or discard them after use; a distance of one meter should be maintained from the person under quarantine. If the person under quarantine takes the elevator, staff should take a separate elevator.**
3. Guest signs **Home Quarantine Regulations Affidavit** and **Self-health Management Regulations Affidavit** (Appendices 4 and 5) in duplicate, each one to be kept by hotel and guest. They can also be filled in online to reduce risk of infection.
4. Person under quarantine should be provided the CECC's Things to Know About Self-health Management to Prevent COVID-19 (as in 5.23)
5. Rooms should have a thermometer (armpit or ear both acceptable) and guests must be required to report temperature, symptoms monitoring record and health status at fixed intervals and these should be recorded in detail in the **Home Quarantine Health Status Monitoring Form**.
6. If a guest shows symptoms of COVID-19, immediately inform the DOH (Taipei City Epidemic Prevention Hotline 02-23753782) and assist with the transport to the hospital process and carry out disinfection as required by DOH regulations.
7. After a person under home quarantine finishes checking in, hotel staff must disinfect the inside, with alcohol or diluted bleach, of the elevator they took and the buttons, hands rails, buttons, money and objects they touched.

#### **Meals**



1. Meals will be delivered at a fixed time every day. Meals will be delivered to the door of the guest under quarantine at fixed times and then taken by the person to eat in the room.  
07:00-07:30 breakfast service, temperature measuring and recording  
12:00-12:30 lunch service  
19:00-19:30 dinner service, temperature measuring and recording
2. **When meals are delivered, gloves and a surgical mask must be worn throughout by staff. The trolley surface must be first wiped with alcohol before meal, drink and fruit are placed on it.**
3. **The guest's waste should be sealed by him/her in an inner and outer bag. If a guest leaves trash outside their door, it should be centrally sorted and managed. Trash and meal boxes should be on separate trolley levels to avoid cross-contamination.**



**Person under quarantine reports temperature**

1. Guest service personnel ask a guest under quarantine to report their temperature and ask if they have upper respiratory tract or other symptoms. If coming into contact with the guest under quarantine is required, gloves and a surgical mask must be worn throughout and **a distance of at least one meter kept from the person.**
2. The guest's name should be asked to make sure they are in a fully aware state.
3. The temperature and symptoms of the guest under quarantine must be recorded every day and handover conducted. If the guest under quarantine has a fever (ear temperature  $\geq 38^{\circ}\text{C}$  or forehead temperature  $\geq 37.5^{\circ}\text{C}$ ), cough or has difficulty breathing or other respiratory symptoms, they should be assisted in going to hospital.

**Meal delivery SOP**

<b>Figure</b>	<b>Explanation</b>
	<ol style="list-style-type: none"> <li>1. When meals are delivered, gloves and a surgical mask must be worn throughout by staff.</li> <li>2. The trolley surface must be first wiped with alcohol.</li> <li>3. Then, meals, drinks and fruit are placed on it.</li> </ol>
	<ol style="list-style-type: none"> <li>1. When meals are delivered, gloves and a surgical mask must be worn throughout by staff.</li> <li>2. The trolley surface must be first wiped with alcohol.</li> <li>3. Then meals, drinks and fruit are placed on it.</li> </ol>

**Services to meet other needs**

1. If a guest requires that items are purchased on their behalf, it is suggested that he/she buy on a delivery platform and they are received on his or her behalf. The items

purchased on behalf of guests and the charge for buying shall be in accordance with hotel rules, which the guest should be told when checking in. If purchases can only be delivered in the time that meal deliveries are allowed, the guest should also be told

2. Ordinary clothes should be washed by the guest under quarantine; if underwear is needed, the hotel can be asked to buy it on his/her behalf.
3. If food delivery is ordered, it should be paid for on the delivery platform; the hotel will not pay first on behalf of the guest.

When a guest orders food, they should explain the notes in detail on the delivery platform; when the food is delivered, counter staff will confirm if the order is correct with the guest by phone or text message and then take it to a trolley outside their room.

Note content as follows:

Note 1: please take the meal to the counter of (Name) Hotel

Note 2: full name and room number of the guest



4. Hotels can provide hotel essentials for free, such as bottled water, teabags, coffee, milk and juice.

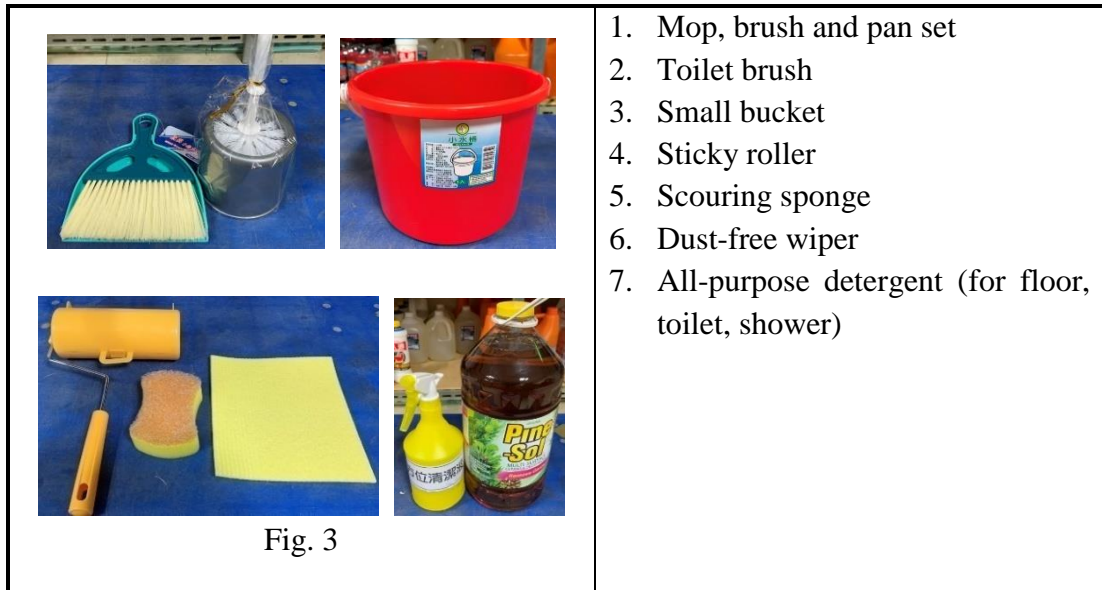
#### **4.4 Daily Maintenance Operating Procedure for Room Epidemic Prevention**

##### **New guests**

1. In line with the epidemic control policies of the CDC, during their stay, guests subject to self-health management or home quarantine should maintain good interior ventilation and no one can enter to clean the room.
2. One set of essentials will be provided and placed on a trolley. To reduce the number of times staff come into contact with a guest under quarantine, disposable personal cleaning essentials such as non-woven fabric flannels will be provided, as shown in Fig. 1.
3. Essentials such as mineral water and tea bags will be placed in the room essentials cabinet every day, as shown in Fig. 2.
4. A simple cleaning set will be provided to the guest under quarantine during the 14-day period, containing diluted bleach, cloth, scouring sponge, bowl and floor brush. This will allow guests to keep the room clean, as shown in Fig. 3.

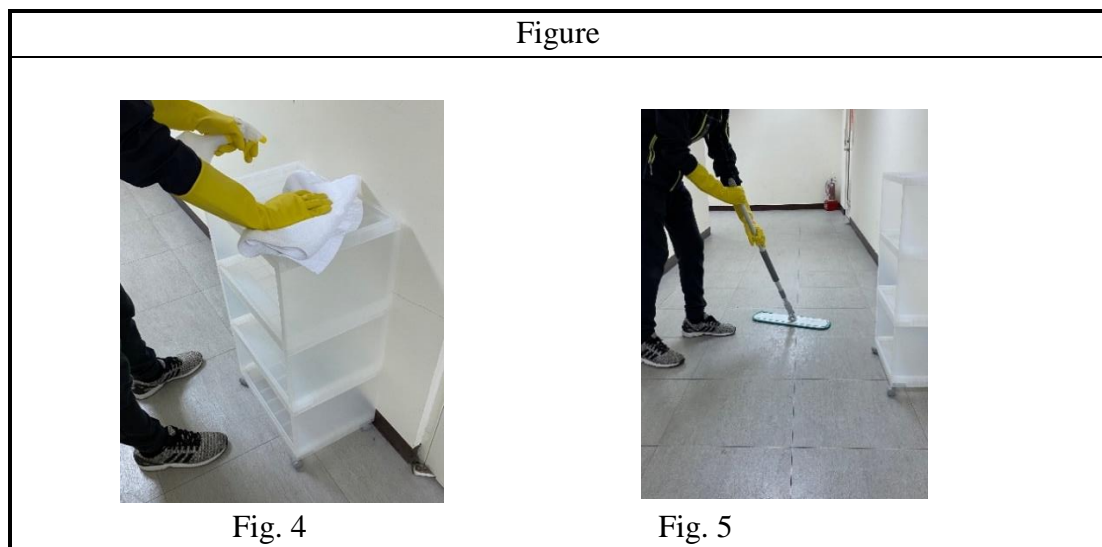
5. Bed essentials will be provided and could be changed by the guest under quarantine as desired.
6. Bed essentials that have been changed (such as bedding sheet, quilt) should be placed in the sealable bag provided and put outside the room door. They will be dealt with by housekeeping staff according to the cloth and towels washing procedure and sent to a laundry for strengthened disinfection.

Figure	Explanation
 <p data-bbox="509 1198 587 1234">Fig. 1</p>	<p data-bbox="858 703 959 734">Level 1</p> <p data-bbox="858 745 1347 904">Mouth rinse cup, portable alcohol jar, laundry detergent, shower cap, toothbrush, soap, body wash, shampoo</p> <p data-bbox="858 956 959 987">Level 2</p> <p data-bbox="858 999 1347 1030">Disposable slippers, towel, bath towel</p> <p data-bbox="858 1081 959 1113">Level 3</p> <p data-bbox="858 1124 1214 1155">Hair dryer, small trash bags</p>
 <p data-bbox="509 1668 587 1704">Fig. 2</p>	<p data-bbox="858 1245 1305 1321">Provided every day: bottled water, tea bags.</p> <p data-bbox="858 1332 1305 1408">Essentials provided: kettle, clothes hangers.</p>



Continued stay cleaning

1. Guests must place their trash in a suitable container or bag before 11 am every day, ensuring that it won't leak, and place it on the floor inside the door. Wearing suitable protective gear, housekeeping staff will disinfect the outer bag, then centralize it and then sort and deposit in lidded trash cans at a designated place, after which it will be dealt with according to the Environmental Protection Administration's (EPA) regulations for infectious waste.
2. Before replenishing essentials, housekeeping staff should first wipe the trolley with diluted bleach and alcohol, as shown in Fig. 4
3. After housekeeping staff complete trash collection, the floor should be sprayed with disinfectant for the floor and mopped, and then mopped again with clean water, as shown in Fig. 5.



### Check-out cleaning SOP

1. Before the quarantine period expires, hotel staff will notify the guest the date of check out and confirm departure matters; on the day of checkout, the guest should complete checking and packing their personal property and take it away, then handle checkout formalities at the counter and hand in the thermometer, room card/keys and other items that should be returned.
2. The interior of the elevator that guests under quarantine use when they arrive and leave should be disinfected after each time of use.

### Points for attention for bedding and clothing handling

1. Used bedding and clothing should be shaken as little as possible to prevent air, environment and people contamination and should be quickly sent for washing.
2. Used bedding and clothing should be put in a bag in the quarantine space and should not be taken out of the quarantine space without being packaged.

### Check-out cleaning SOP


<b>Figure</b>	<b>Explanation</b>
	<b>Step 1: Preparations for cleaning</b> <ol style="list-style-type: none"><li>1. Gloves and surgical masks must be worn throughout and eye protection (protective glasses, goggles or face shield), and oversleeves or ordinary protective suit worn.</li><li>2. Avoid contaminants or detergent spraying onto the mouth, nose and eyes.</li><li>3. When cleaning and disinfecting, avoid touching the eyes, mouth and nose.</li></ol>




Figure	Explanation
	<p><b>Step 2 Room air cleaning</b></p> <ol style="list-style-type: none"> <li>1. Disinfect the handle before opening the door.</li> <li>2. The cleaner should first stand outside and spray air disinfectant into the room air.</li> <li>3. Turn the split-type air conditioner to maximum power.</li> <li>4. Immediately close the room door, and let circular disinfection take place for 10 minutes.</li> <li>5. After entering the room, first spray air disinfectant in the bathroom and let the AC continue to run.</li> </ol>
	<p><b>Step 3 Cleaning and disinfecting essentials (1)</b>  Spray alcohol and disinfectant (diluted bleach) on bedding sheet, pillows and other bedware used by guests.</p>
	<p><b>Step 4 Cleaning and disinfecting essentials (2)</b></p> <ol style="list-style-type: none"> <li>1. Confirm bathroom disinfection completed</li> <li>2. Take down the shower curtain and put it in a sealable black plastic bag.</li> <li>3. Complete bagging of used shower curtain, towels, quilt and bedding sheets and mattress protector.</li> <li>4. Send them to a specialized laundry for special disinfection.</li> </ol>




Figure	Explanation
	
 	<p><b>Step 5 Cleaning split-type air-conditioner</b></p> <ol style="list-style-type: none"><li>1. Remove the filter net by hand.</li><li>2. Soak in diluted water for 10 minutes.</li><li>3. Rinse with a large amount of clean water.</li></ol>





Figure	Explanation
 	<p><b>Step 6 Bathroom cleaning (1)</b></p> <ol style="list-style-type: none"> <li>1. Spray the walls, floor and bowl with diluted bleach and wipe, and then rinse with a large amount of clean water.</li> <li>2. Spray the walls, floor and bowl with bathroom detergent and then wipe.</li> <li>3. Wash with a large amount of clean water.</li> </ol>
 	<p><b>Step 7 Bathroom cleaning (2)</b></p> <ol style="list-style-type: none"> <li>1. Remove the sink plug and scrub the sink with diluted bleach for disinfection.</li> <li>2. Disinfect the drainage hole by pouring in bleach.</li> <li>3. Rinse all the bathroom with clean water to finish bathroom cleaning.</li> </ol>







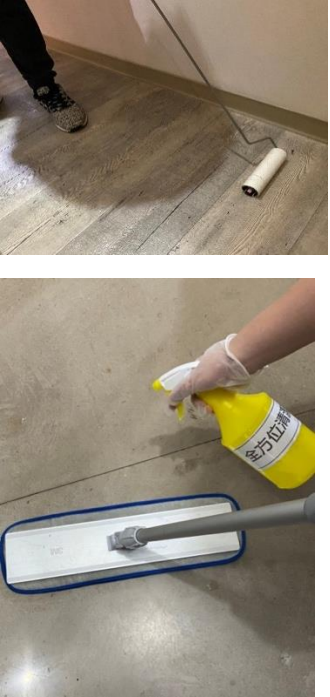

Figure	Explanation
	<p><b>Step 8 Housekeeping cleaning (1)</b></p> <ol style="list-style-type: none"> <li>1. First, wash the eco cups with dishwashing liquid.</li> <li>2. Then, they need to be disinfected at a high temperature in a dishwasher or hand washed with &gt;100°C water for disinfection.</li> </ol>
 	<p><b>Step 9 Housekeeping cleaning (2)</b></p> <ol style="list-style-type: none"> <li>1. Using a cloth or brush to clean all platforms, buttons and objects that can be touched.</li> <li>2. Wipe with diluted bleach for disinfection.</li> <li>3. Then wipe with clean water.</li> </ol>
	<p><b>Step 10 Housekeeping cleaning (3)</b></p> <p>Complete the procedure of changing the whole bed set.</p>

Figure	Explanation
	<p><b>Step 11 Housekeeping cleaning (4)</b></p> <ol style="list-style-type: none"> <li>1. Remove fine dust from the floor with sticky paper.</li> <li>2. Spray disinfectant for the floor or diluted bleach and then mop once.</li> <li>3. Mop again with clean water.</li> </ol>
	<p><b>Step 12 Housekeeping cleaning (5)</b></p> <p>After cleaning, the room door handle must be disinfected with alcohol or diluted bleach.</p>
<p>A new guest under quarantine shall only be allowed to occupy a room after final cleaning and disinfection is done after a quarantine room is vacated by a previous guest.</p>	

Method of Disinfecting Contaminated Places and Objects			
Contaminated Place	Disinfectant Used	Concentration	Disinfection Method
Indoor floors, walls and any often-touched surface	Bleach (Sodium Hypochlorite)	1000ppm 1:50 dilution	Mop or wipe with a cloth using bleach. After 10 minutes, mop or wipe with a clean wet mop or cloth.
Indoor floors, walls and any often-touched surface	Bleach (Sodium Hypochlorite)	1000ppm 1:50 dilution	Spray with a spray bottle. After 10 minutes, mop or wipe with a clean wet mop or cloth.
Used toilet	Bleach (Sodium Hypochlorite)	5,000ppm 1:10 dilution	Spray with a spray bottle. After 10 minutes, mop or wipe with a clean wet mop or cloth.
Used bedding sheets	Bleach (Sodium Hypochlorite)	1000ppm 1:50 dilution	Soak them for more than 10 minutes, then soak them in soapy water for a while, wash normally, and then dry. Discard when necessary, and treat as infectious waste.
Filtering equipment of air conditioner	Bleach (Sodium Hypochlorite)	1000ppm 1:50 dilution	Remove parts of the equipment that are to be reused and soak them in 1000ppm bleach for more than 10 minutes. Then move them to clean water and clean them with a cloth or sponge; Finally dry them and re-install them.
Computer, screen, keyboard and mouse	Alcohol	60-80%	Wipe with a cloth soaked in alcohol
Cleaning tools/utensils (e.g. mop)	Bleach (Sodium Hypochlorite)	5,000ppm 1:10 dilution	Cleaning tools/utensils used in public areas should be soaked in 5,000ppm bleach for more than 10 minutes, soaked in detergent, then washed normally and dried. They should be discarded when necessary and treated as infectious waste. Cleaning items provided to people under quarantine should be discarded after they leave, and should be treated as infectious waste.

Data source: DOH, TCG

### Points for attention when using bleach

1. Bleach should be diluted on the day of use and measured using a measuring cup. When mixed, gloves should be worn and every effort made to avoid coming into contact with the bleach; when mixing, use a stick not the hands.
2. When cleaning an item, it should be cleaned under the surface of the diluted bleach.
3. When cleaning and disinfecting, avoid touching the eyes, mouth and nose.
4. Highly concentrated bleach is corrosive. If it splashes onto the eyes, rinse them for 15 minutes with clean water; if it comes into contact with the skin, use a large amount of water to wash the affected area; if discomfort is felt, seek medical assistance.
5. After using bleach, pour it down the drainage hole, not the toilet bowl (many homes use a septic tank and if a large amount of bleach enters the septic tank it will kill the bacteria and reduce the effectiveness of the tank.)



### Garbage disposal SOP

1. The guest's garbage should all be placed in inner and outer bags and sealed by the guest. If a guest puts garbage outside their door, it should be centrally sorted and managed. Guests should be provided with thick plastic bags.

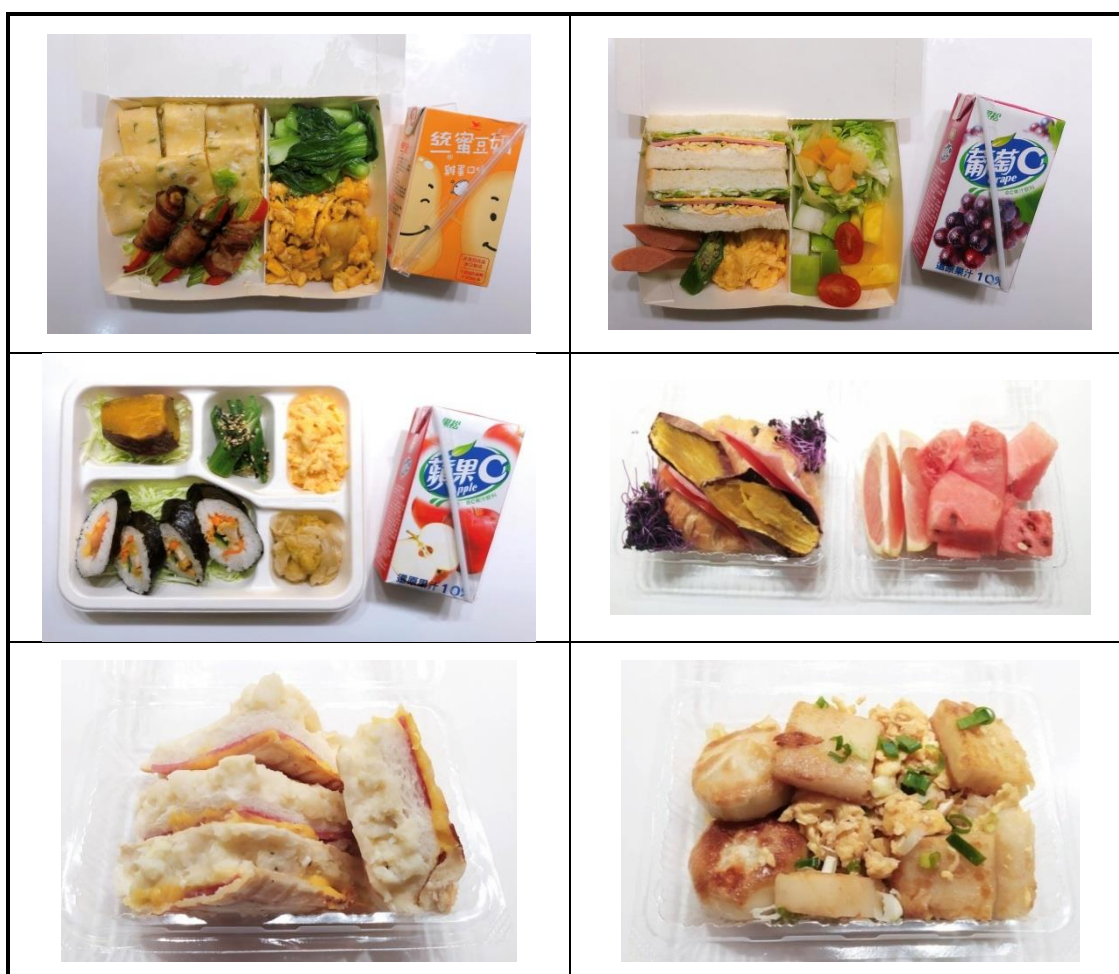
2. The garbage of guests under quarantine and ordinary guests must be packaged separately and centrally placed. The bags should be sprayed with bleach to disinfect them. After the garbage is removed, the floor should be disinfected,
3. Shake the garbage as little as possible when collecting it to avoid droplets or dust spreading.
4. The garbage of a guest under quarantine is defined as ordinary waste. In line with the unified approach of the EPA, the DOEP will notify a Class 1 waste removal operator to collect the garbage from the hotel Monday through Saturday.
5. When notified by the DOH (home isolation) and DOCA (home quarantine including those staying in a hotel) of the list of hotels requiring waste removal, the DOEP will call to confirm the waste collection time; next day, the DEP and a Class 1 waste removal operator will collect the garbage from the hotel. If no garbage is seen when arriving at the hotel, the hotel will be contacted.
6. On Sunday when garbage isn't collected, garbage should be placed in a trash can with lid, sprayed with diluted bleach and then the lid put on. After the garbage is removed, the can should be sprayed with diluted bleach and the lid put on tight, after which it can be re-used.

#### **4.5 Systematic Operation for Catering Epidemic Prevention Service**

1. When meals are made, a chef's hat, a surgical mask and gloves must be worn.
2. Before putting on gloves, both hands must be disinfected with alcohol; if gloves are damaged or soiled, they should be changed immediately.
3. To avoid cross-contamination between raw and cooked foods, after touching raw foods the hands should be washed and disinfected with alcohol.

4. The Daily Dietary Guide<sup>2</sup> was used as reference for food types and portions when designing the breakfast, lunch and dinner menu.
5. Provide diverse and customized meals, meeting the requirements for low oil and salt, allergen avoidance, and the needs of vegetarians and those with special dietary requirements for religious reasons.
6. Kitchen cleaning and disinfection should be strengthened. Apart from routine cleaning, food grade alcohol must be used on a regular basis to clean the worktops and objects that are frequently touched. ◦

### **Breakfast (examples)**



<sup>2</sup>2018 new version Daily Dietary Guide, issued by the Health Promotion Administration, Ministry of Health and Welfare <https://www.hpa.gov.tw/Pages/EBook.aspx?nodeid=1208>

**Lunch, dinner (examples)**

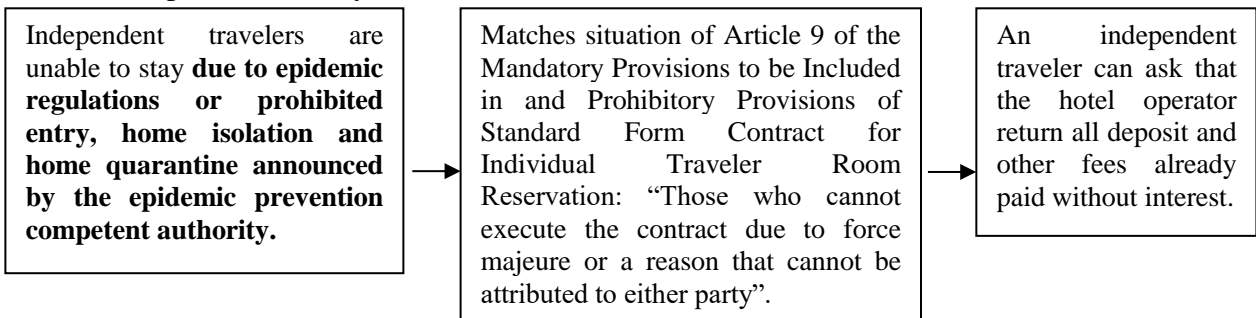


## 4.6 Points for Attention and Handling Principles for Hotel Receipt of Travelers in Response to the Epidemic Prevention Measures

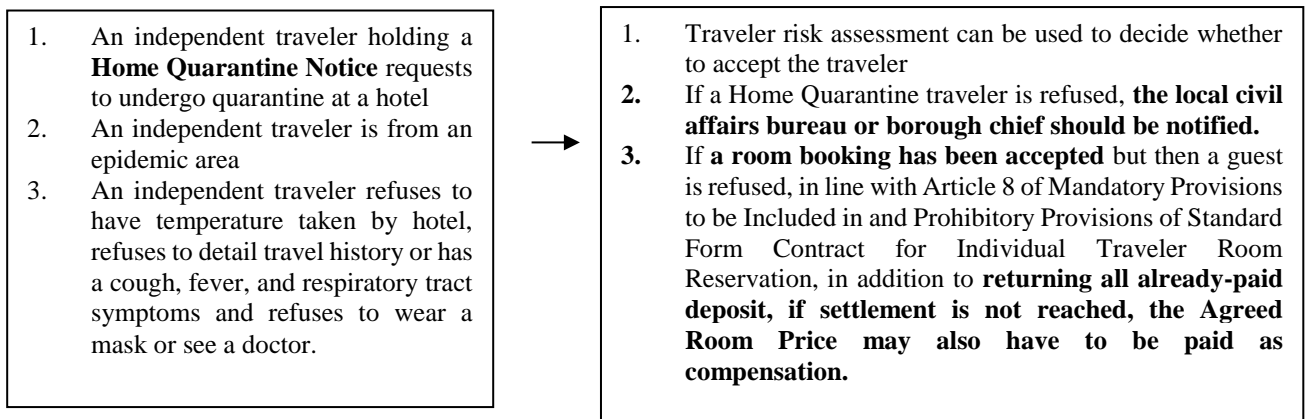
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1. If a dispute over whether to accept a guest or room cancellation occurs due to epidemic prevention, the handling principle is as follows: (according to information provided by the Tourism Bureau, MOTC)

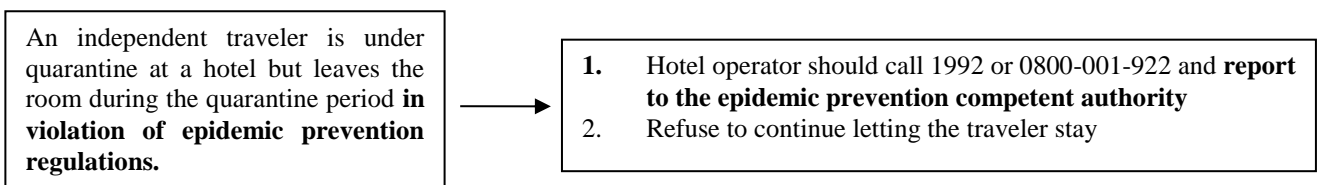
- (1) Inability to stay due to epidemic prevention regulations or announcement by competent authority



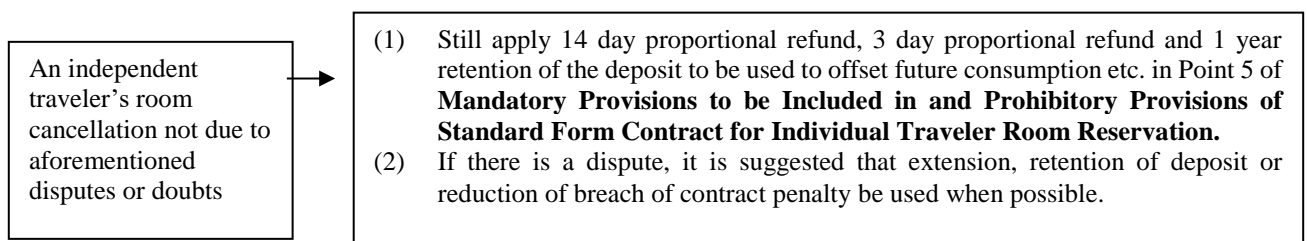
- (2) Traveler risk assessment



- (3) Violation of quarantine regulations by traveler



2. Room cancellation not due to aforementioned disputes or doubts





## Chapter 5 FAQ

### 5.1 Where do the quarantined guests come from?

Currently guests entering Quarantine Hotels are mostly referred by the DOCA, DOH and Department of Information and Tourism (DOIT), TCG. After the relevant department has assisted the guest in reserving a room, it provides their information to the hotel so guests can make their way there and check in on their own.

### 5.2 Do quarantined guests' temperatures have to be taken by the hotel every morning and evening?

Guests carrying out Self-Health Management and Home Quarantine must comply with daily self-temperature taking and recording. It is recommended that a thermometer is left in the room for new arrivals, and that guests self measure and report back by telephone. Besides ensuring correct body temperature, this can also help monitor the actual situation of all the hotel's guests. If contact with a guest under home quarantine is necessary, gloves and a surgical mask must be worn throughout, and **a distance of at least one meter maintained.**

### 5.3 How do I deal with a person under home quarantine who checks out before the end of the required 14-day period?

If a hotel employee discovers that a guest has gone out or checked out without permission, they should immediately inform the CECC toll-free epidemic prevention hotline 1922.

### 5.4 How do I deal with a person under home quarantine who has a fever or feels ill?

- **If their life is in danger:**

Immediately notify their family members and call 119, and report them as a home quarantined guest.

- **If the guest has an ear temperature of 38°C or more ( $\geq 38^{\circ}\text{C}$ ), forehead temperature of 37.5°C ( $\geq 37.5^{\circ}\text{C}$ ) or more, or respiratory symptoms such as a cough or difficulty in breathing:**

Immediately notify the TCG's DOH 24 Hour Epidemic Prevention Hotline (02)2375-3782.

→ Once DOH has approved medical treatment, ask the guest to put on a mask and proceed to the appropriate medical treatment facility by the designated method (prohibited from using public transportation).

- **If the guest shows non-urgent symptoms other than ear temperature of 38°C or more ( $\geq 38^{\circ}\text{C}$ ), forehead temperature of 37.5°C ( $\geq 37.5^{\circ}\text{C}$ ) or more, or respiratory symptoms such as a cough or difficulty breathing:**

Immediately notify the TCG's DOH 24hr Epidemic Prevention Hotline (02)2375-3782.

→ Arrange for telecommunications diagnosis and treatment or home treatment.

→ Once DOH has approved medical treatment, ask the guest to put on a mask and proceed to the appropriate medical treatment facility by the designated method (prohibited from using public transportation).

### **5.5 How do I help a guest under home quarantine collect their medications?**

If the guest has medicine requirements, request assistance from their local government's DOCA or their borough chief/clerk. If this is not forthcoming, the guest can be asked to provide their ID and National Health Insurance Card. If necessary, the guest under home quarantine must give a letter of authorization to hotel staff so they can collect the guest's medicine from the hospital.

### **5.6 How do I deal with the opposition to and protest from neighbors about guests under quarantine?**

Staff must do their best to inform the disgruntled neighbors that the hotel has met the operating standard of the DOIT epidemic prevention preparations. Please reassure the neighbors that the hotel meets home quarantined guest standards. If the issue affects the normal running of the hotel, please notify the DOCA, who will provide alternative accommodation for the quarantined guests.

### **5.7 How do I pay attention to the mental and physical health of guests under quarantine when a hotel is carrying out epidemic prevention services?**

Actively pay attention to the situation of guests (including health, mood and accommodation opinions). Listen to their opinions and immediately take action to improve the situation, while expressing support and encouragement.

### **5.8 How do I pay attention to the mental and physical health of hotel employees when a hotel is carrying out epidemic prevention services?**

Before hoteliers join the ranks of Quarantine Hotels, they must first reach consensus among staff and provide complete epidemic prevention education and training, making sure they have sufficient epidemic prevention supplies to reassure staff. The person in charge and the hotel manager must also keep calm at all times, providing appropriate positive encouragement to employees, helping to get guests through the epidemic prevention measures.

### **5.9 What compensation measures are in place if employees are put in isolation or quarantine when a hotel is carrying out epidemic prevention services?**

If employees are to be isolated or quarantined as a result of carrying out their duties, it must be determined on a case by case basis whether the reason for their isolation/quarantine can be attributed to the employer. For example, if medical personnel have to be isolated/quarantined as a result of their work their employer should pay their wages during the period of isolation/quarantine.

### **5.10 What is Epidemic Isolation Leave?**

According to Article 3 of the Special Act for Prevention, Relief and Revitalization Measures for Severe Pneumonia with Novel Pathogens, all those determined by health authorities to require **Home Isolation, Home Quarantine, Centralized Isolation or Centralized Quarantine** can take leave from work. Leave can also be taken to care for people in isolation/quarantine who cannot support themselves, and for dependent family members on leave or unable to work. During their isolation/quarantine period, their agency, enterprise, school, company or organization should grant them **Epidemic Isolation Leave**.

**5.11 Under what circumstances should an employer give Epidemic Isolation Leave?**

1. When employees are assigned to Home Isolation, Home Quarantine, Centralized Isolation or Centralized Quarantine by health authorities, and as a result are unable to go to work.
2. When employees must apply for leave in order to care for a dependent family member who is isolated/quarantined.

**5.12 If an employee takes Epidemic Isolation Leave, can an employer record it as absenteeism or deduct from the full attendance bonus?**

No, employers cannot record Epidemic Isolation Leave as absenteeism, and cannot force workers to use their personal leave or other leave. Neither can they deduct the leave from the full attendance bonus or dismiss or otherwise discipline employees.

**5.13 Is there a penalty if employers refuse to give Epidemic Isolation Leave?**

Yes, there is. According to Article 16 of the Special Act for Prevention, Relief and Revitalization Measures for Severe Pneumonia with Novel Pathogens, employers found to have not granted Epidemic Isolation Leave according to the law or treated employees unfavorably can be fined between NT\$50,000 and NT\$1,000,000.

**5.14 What is Epidemic Prevention Compensation?**

According to Article 3 of the Special Act for Prevention, Relief and Revitalization Measures for Severe Pneumonia with Novel Pathogens, compensation can be provided to those who are subject to Home Isolation, Home Quarantine, Centralized Isolation or Centralized Quarantine, those who request leave or cannot work due to caring for a family member who is isolated or quarantined, and those who are required to be isolated or quarantined by health authorities. They may apply for such compensation as long as they do not violate isolation or quarantine related regulations from the start date to end date, but recipients of a salary or other similar subsidy cannot receive it.

**5.15 Who can apply for Epidemic Prevention Compensation?**

1. Those placed in home isolation/quarantine or centralized isolation/quarantine by health authorities.
2. Those requesting leave or unable to work due to looking after a dependent family member in isolation or quarantine.
3. Those receiving a salary or other similar subsidy cannot receive it.
4. Those violating isolation or quarantine regulations not only cannot apply for epidemic prevention compensation, but also may be fined severely!
- 5.

**5.16 If an employee is requested only by the employer to be home isolated and not go to work, can he/she apply for Epidemic Isolation Leave and Epidemic Prevention Compensation?**

1. No, employers voluntarily asking staff not to go into work do not meet the conditions of Epidemic Prevention Leave and Epidemic Prevention Compensation. Employees may only take such leave or receive compensation if ordered by health authorities to be isolated/quarantined.

2. Because the employer has voluntarily requested the worker not to go to work, they do not receive labor service. Employers may not force workers to use their own leave to request absence, and still must pay their wages.

**5.17 If an employer pays the wages to employees who meet the criteria of the competent authority for home isolation/quarantine or centralized isolation/quarantine for the period they cannot work, can the employer apply for Epidemic Prevention Compensation?**

No, they cannot, but according to Article 4 of the Special Act for Prevention, Relief and Revitalization Measures for Severe Pneumonia with Novel Pathogens, if an agency, enterprise, school, company or organization pays staff salaries during Epidemic Isolation Leave, 200% of the salary amount can then be deducted from its annual income tax. Those who pay staff during the leave period in accordance with instructions of the CDC Commander are the same. However, if taxation benefits from other regulations have already been applied to the salary paid to staff, it cannot be deducted again. The central health authorities and the Ministry of Finance will consult with each other to determine the relevant leave period, employees, salary payment range, income range, deduction method, application deadline, application procedures, supporting documents to be attached and other relevant matters. The application method has not yet been determined, and the city government will immediately update information according to the latest announcement from the central government.

**5.18 What epidemic prevention materials will TCG provide for Quarantine Hotels?**

From the day quarantined guests check in to the day they check out, TCG will provide each employee with a free surgical mask for each day, to be delivered before the guest checks in.

**5.19 Are Quarantine Hotels required to carry out dispersal when receiving**

When admitting both quarantined guests and ordinary guests, Quarantine Hotels should adopt separate floor placement. If unable to provide separate floor placement, hotels should not accept room bookings from ordinary guests.

**5.20 Has the city government introduced any steps to reduce the tax burden in response to the epidemic?**

**1. Tax Reduction**

- (1) If there are any changes to the use of the building, remember to submit an application within 30 days. For hotels and hoteliers affected by the epidemic, if they reduce their business scale, they can apply to Taipei City Revenue Service for the use suspension of some floors. If it is verified that floor use is suspended, the authorized unit of "one floor" will be granted for the period of suspension, and once verified, the building tax shall be levied at the non-residential and non-business rate of 2% to reduce the tax burden. We remind you that different building tax rates are applied depending on the usage status, and are levied on a monthly basis. After the building resumes normal use, remember to declare it to Taipei

City Revenue Service .

- (2) In addition, entertainment tax is levied based on the business profile. If it is determined that entertainment tax is levied, and if revenue is decreased because of the epidemic situation, apply to Taipei City Revenue Service to verify and reduce entertainment tax.
- (3) A "COVID-19 tax collection e-special zone" has been installed on the homepage of the Taipei City Revenue Service website (<https://tpctax.gov.taipei>). Individuals who are unable to leave their homes due to the epidemic need not worry. They can submit applications in this special online zone or using the telephone, fax or paper forms. In addition, taxpayers with a positive diagnosis or who are being isolated and cannot pay their building taxes, vehicle tax or entertainment tax on time can use this network to apply for deferred or stallment payment of tax.
- (4) If the individual needs further clarification of the relevant regulations, they can inquire at the nearest branch office or call the service line on (02) 23949211 ext. 181 or 182, and a dedicated specialist will provide explanation.

## **2. Tax Deferral**

In addition to focusing on those who are receiving treatment, are under isolation or quarantine due to this epidemic, Taipei City Revenue Service will target companies that have difficulty operating and cannot pay their tax contributions in one lump sum. Tax deferral will be given to companies that can prove that their average turnover in two consecutive months of 2020 has decreased by an average of 15% compared to the six months before December 2019 or the same period in the previous year. By sending in documents such as notice of treatment, isolation, or quarantine issued by a competent health authority, a copy of the sales declaration or a copy of business tax approved tax bill to the Taipei City Revenue Service, tax can be deferred for up to 12 months.

## **3. Rent Reduction**

TCG will enact an all-round rent reduction of 50% on its real estate in Taipei City (including already-operating private participation projects and city land superficieses) from March to May. If the property is subletted, the reduced amount will be returned to the actual user, and TCG will conduct random inspections of usage status. Non-trading entities, other government agencies and their affiliated organizations, financial institutions, public institutions and broadcasting and telecommunications enterprises etc. are not eligible. Depending on the epidemic situation, the rent reduction may be extended in the future.

## **4. Price reductions**

Taipei Water Department has reduced the overall business water rates by 15%. Water prices for Epidemic Prevention Hospitals and Quarantine Hotels have also been reduced to 50% of the standard municipal public water rate.

## **5. Favorable Interest**

### **(1) Favorable Interest Loans for Small and Medium Enterprises**

TCG Department of Economic Development (DOED) has coordinated with Taipei Fubon Commercial Bank to offer low interest financing loans for Small and Medium Enterprises, with TCG subsidizing 4 parts (4 x 0.25%) for every 1 provided by the bank, giving a total of 1.25%. They have also taken steps to provide easy lending, for loans of NT\$1.2 million or less, with 4 key incentives: quick consideration, simple application, 3 month extension and low interest rates of 1.25%. Also, the full amount of interest on the Young Entrepreneurs Loan will be subsidized by TCG; and "easy lending" measures are expected to be increased on 30th March, with loans of NT\$800,000 or less enjoying the aforementioned benefit of a simplified application process.

### **(2) Preferential Interest Rates in Public Pawn Shops**

If borrowers from the city's public pawn shops are affected by a positive diagnosis or isolation/quarantine and are having difficulty repaying their loan interest, they can apply for an interest reduction of 50%.

## **6. Tax Reduction**

To assist the restaurant and hotel industries which are greatly affected by the epidemic, Taipei City Revenue Service will reduce business rates from 3% to 2% for those businesses that are experiencing reduced trade and have stopped using some space, with "one floor" as the unit. By 20 March 37 businesses had been approved for lowering building rates by around NT\$15 million. Entertainment providers that suffer reduced income due to the epidemic will also benefit from reduced entertainment taxes.

### **5.21 Why are hotels with wooden or plastic floors given priority for selection as Quarantine Hotels?**

Because cleanliness and sanitation are important considerations in Quarantine Hotels. Carpets are much more difficult to disinfect compared to flat surfaces, so hotels with wooden or plastic floors are given priority.

### **5.22 What action is to be taken if a quarantined guest uses the hotel elevator?**

Quarantined guests should only use the elevator when they check in and check out, so that proper disinfection procedures should be followed. Hotels should also prevent quarantined guests and staff on other floors from riding the elevator at the same time to reduce the risk of cross-contamination.

**5.23 How do I handle a quarantined guest's failure to obey epidemic prevention measures or violation of regulations?**

If quarantined guests fail to obey epidemic prevention measures or violate regulations, they should first be advised by hotel staff. If they are not persuaded, then police and DOCA staff can be asked to deal with the situation and the DOH will issue penalties. We ask that hotel staff retain any images or other evidence that will prove violation of the rules, so that the behavior can be punished accordingly.

**5.24 Does the trash of a quarantined guest in a Quarantine Hotel need to be put in a special trash bag?**

No, it does not.

**5.25 Can guests under quarantine order food deliveries? What is the procedure?**

Quarantined guests need to stay inside the room for the full 14 days and it is likely they will ask for food delivery or takeout. It is currently recommended that all food be delivered from the front desk to the guest's doorway, and that the guest be notified to collect their food after the delivery staff has left. Remember, no exchange of cash should take place. Hoteliers can request that all food deliveries are paid for online in advance using a credit card or the account settled when the guest checks out.

**5.26 Will Quarantine Hotels continue to be recruited?**

More recruitment of Quarantine Hotel depends on need; and if there is no more demand, recruitment may be suspended.

**5.27 Things to Know for COVID 19 Prevention Self-health Management (the illustrations and titles can be customized, same below)**

**Self-Health Management Notice  
( Coronavirus disease 2019, COVID-19 )**

2020.02.24 version

**As you have traveled to area(s) affected by the coronavirus disease 2019 (COVID-19) epidemic, to reduce the risk of disease transmission and protect your family and friends, please conduct the following self-health management measures for 14 days.**

1. Please keep your hands clean. You should wash your hands with soap or alcohol-based hand sanitizers frequently. In addition, please refrain from touching your eyes, nose and mouth with your hands. If your hands touch any secretions from your respiratory tract, please wash your hands with soap and water thoroughly.
2. During the 14-day self-health management, please record your temperature and daily activities twice a day (morning and evening) correctly in the table below.
3. During the period, if you have no symptoms, please still avoid going to public places. When you go outside, please ensure that you wear a surgical mask as required.
4. If you have any symptoms, such as fever or other respiratory symptoms, please make sure to wear a surgical mask and notify the local health authority to help you seek medical attention. When you seek medical attention, please show this notice to your physician, and inform the physician of your contact history, travel history, residence history, occupational exposure, and whether anyone else has similar symptoms.
5. During illness, please rest at home, wear a surgical mask and avoid going outside. If your mask is contaminated by secretions of nose or mouth, please fold it and throw it into the trash immediately.
6. During illness, please wear a surgical mask and keep at least 1 meter away from others while talking to them.



**I'm in Home (self) Isolation/ Home  
Quarantine.**

- \* **Wear a surgical mask at all times**, stay at home and **do not go outside**.
- \* **Maintain a distance of 1 meter** from other members of your household and **reduce physical contact** (such as eating at the same table).
- \* When coughing or sneezing, **leave your mask on** or use a tissue to cover your mouth and nose. **Wash your hands with soap** after touching any respiratory secretions.
- \* Measure your body temperature twice a day (morning and evening), make a record of your **temperature** and detailed **health status**, and **report truthfully** to responsible personnel.
- \* In case of **discomfort**, **notify the contact person on the home isolation/quarantine notice**, contact the local health bureau, or dial 1922 and follow instructions for treatment. **It is forbidden to take public transport to receive medical treatment.**

# Wearing a Face Mask Correctly

## 4 Steps



The Central Epidemic Command Center cares about you  
February 1, 2020

**Appendix 1 DOIT, TCG**  
**Hotel Epidemic Prevention Self-management Check List**

## Appendix 2 Novel Coronavirus Health Declaration Survey

### Novel Coronavirus Health Declaration Survey

Full name: \_\_\_\_\_ (manufacturer/visitor) Gender: \_\_\_\_\_ Phone: \_\_\_\_\_

1. In the past 14 days, have you stayed with a person with Severe Pneumonia with Novel Pathogens (COVID-19) or had any exposure to any suspected or confirmed cases of COVID-19? No; Yes Please give details: \_\_\_\_\_
2. In the past 14 days, have you travelled to any COVID-19 epidemic areas (according to Central Epidemic Command Center published data)? No; Yes, Country/City : \_\_\_\_\_
3. Have any members of your household developed a fever? No; Yes, Please give details: \_\_\_\_\_
4. Have you had contact with or eaten any wild animals? No; Yes, Please give details: \_\_\_\_\_
5. Have you been in contact with any other animals? No; Yes, Please give details: \_\_\_\_\_
6. Do you look after any animals (house pets)? No;  Yes, Please give details: \_\_\_\_\_
7. Have you been in contact with any livestock farms (such as pigs, cattles, sheep, deers)? No; Yes, Please give details: \_\_\_\_\_
8. Have you been in contact with any slaughterhouses? No; Yes, Please give details: \_\_\_\_\_
9. Have you been to a medical institution? No; Yes, Name of medical institution \_\_\_\_\_

#### Notes:

1. If you have travelled to endemic areas (overseas travel history) listed in the CECC information, please be quarantined at home for 14 days after entry to Taiwan. If you have had any contact with a confirmed case of COVID-19, you must also self-isolate at home for 14 days.
2. If you do not provide the above information, this hotel will be unable to allow your entry, please use another method to communicate with the staff or guests of this hotel.
3. If you are diagnosed as a confirmed case of COVID-19 in the future and you are suspected of evasion or the form is found to be untruthfully filled in, you will be reported to the competent authority according to Articles 58 and 69 of the Communicable Disease Control Act.
4. The hotel will collect, process and use your personal data (name, gender and telephone number) only to the extent necessary for epidemic prevention purposes in accordance with the Personal Data Protection Act and our own data protection policy. Once the epidemic is over, your data will be kept for another 3 months and then destroyed by the hotel.

Thank you for your cooperation.

If you have any questions, please consult this hotel's contact person

Department : \_\_\_\_\_

Tel. no. : \_\_\_\_\_

Hotel name : \_\_\_\_\_

### Appendix 3 Home Quarantine Health Status Monitoring Form

Home Quarantine Health Status Monitoring Form								
Full name:			Identity card/passport number:					
Address of hotel				Room number :				
Home quarantine period : from 2020 /m      /d      to 2020 /m      /d								
Date	Temperature/symptoms		Date	Temperature/symptoms		Date	Temperature/symptoms	
	Morning	Evening		Morning	Evening		Morning	Evening
Date	Temperature/symptoms		Date	Temperature/symptoms		Date	Temperature/symptoms	
	Morning	Evening		Morning	Evening		Morning	Evening
Date	Temperature/symptoms		Date	Temperature/symptoms		Date	Temperature/symptoms	
	Morning	Evening		Morning	Evening		Morning	Evening
Date	Temperature/symptoms		Date	Temperature/symptoms		Date	Temperature/symptoms	
	Morning	Evening		Morning	Evening		Morning	Evening
Date	Temperature/symptoms		Date	Temperature/symptoms		Date	Temperature/symptoms	
	Morning	Evening		Morning	Evening		Morning	Evening
Date	Temperature/symptoms		Date	Temperature/symptoms		Date	Temperature/symptoms	
	Morning	Evening		Morning	Evening		Morning	Evening
Executing unit: <u>          ( name of the hotel)          </u> Hotel								

## Appendix 4 Home Quarantine Regulations Affidavit

### (Name of the Hotel) Hotel - Home Quarantine Regulations Affidavit

I (your name) (hereafter referred to as Party B), in accordance to the Central Epidemic Command Center (CECC) regulations that any persons with overseas travel history (travelled to endemic areas) carry out home quarantine for 14 days after any journeys in epidemic affected areas (based on the latest CECC information), am checking into ( name of the hotel) Hotel, room number \_\_\_\_\_, and must comply with the following management regulations. ( name of the hotel) (hereafter referred to as Party A) reserves all rights to manage the check in application.

Article 1: Party B hereby agrees to pay the room fee at the time of check-in. The room fee includes breakfast, lunch and dinner. This will not be refunded if the food is not needed.

Article 2: During their stay, Party A will assist the guests to take their temperature and provide three meals a day. At the time of providing meals or checking temperature, hotel staff will ring the doorbell to notify the guest. Breakfast is served at (time hh:mm), lunch at (time hh:mm) and dinner at (time hh:mm).

Article 3: While staying at the hotel, if Party B orders take out or food delivery services, please complete payment using an online platform, Party A will not pay in advance. When ordering, please **make a note on the delivery platform to deliver to the front desk, and note your full name and room number. When the meal is delivered, the desk staff will call Party B to confirm the delivery and will leave it on an empty trolley outside the room.**

Article 4: In order for Party A to uphold the home quarantine regulations, guest service personnel and housekeeping staff may not enter the room during Party B's stay at the hotel. Please keep the room clean and well ventilated at all times. If more consumable essentials are required, please notify the front desk staff by (time hh:mm)am, and Party A will provide them when delivering food.

Article 5: Party B will put the room's well wrapped trash outside the door by (time hh:mm) every morning. Party A will clear it away by (time hh:mm) and replenish consumables.

Article 6: During the home quarantine standard period, Party B may not leave the room without permission, and visitors and delivery personnel are strictly prohibited from entering the room. If there are any problems, such as feeling unwell or any requirements, contact the desk staff immediately, and Party A will assist with diagnosis, treatment and first aid.

Article 7: Party B will follow the home quarantine regulations in the hotel. The basic guidelines are as follows:

- (1) In the interest of maintaining public safety, it is strictly forbidden to use high-power electrical appliances and private power supply in the room.
- (2) All public goods in the room belong to Party A. In case of damage caused by natural disasters or unknown factors, Party A shall inspect and repair them. If it is found to be caused by negligence or intentional damage, Party B shall be responsible for compensation.
- (3) Please keep reasonably quiet during daily activities, and if you continue to move around at night (after time hh:mm), please keep quiet to avoid disturbing the other guests.
- (4) Take good care of the hotel's public property. It is forbidden to post adhesive tape or stick nails into the wall as this will damage the wall.
- (5) Pets are strictly prohibited.
- (6) It is strictly forbidden to gamble, smoke, take illicit drugs, chew betel nuts and steal any property. Party A will report any violations to the police.

Article 8: Party B shall complete the check-out procedure before noon (time hh:mm) on the day of check-out. They will return any of the hotel's items, remove all personal items and return the room card to the counter.

**I hereby agree to comply with the provisions of the Home Quarantine Regulations Affidavit. Party A retains the right to terminate the stay in case of any violations.**

Signed by (Party B) : \_\_\_\_\_

Passport Number : \_\_\_\_\_

Date \_\_\_\_\_ Y \_\_\_\_\_ M \_\_\_\_\_ D

## Appendix 5 Self-health Management Regulations Affidavit

### (Name of the Hotel) Hotel Self-health Management Regulations Affidavit

I (your name) (hereafter referred to as Party B), in accordance to the Central Epidemic Command Center (CECC) regulations that any persons with overseas travel history (travelled to endemic areas) carry out self-health management for 14 days after any journeys in epidemic affected areas (based on the latest CECC information), am checking into ( name of the hotel) Hotel, room number \_\_\_\_\_, and must comply with the following management regulations. ( name of the hotel) ( hereafter referred to as Party A) reserves all rights to manage the check in application.

Article 1: Party B hereby agrees to pay the room fee at the time of check-in. The room fee includes breakfast, lunch and dinner. This will not be refunded if the food is not needed.

Article 2: During their stay, Party A will assist the guests to take their temperature twice a day (morning and evening), and will provide breakfast which will be left on a trolley outside the door at (time hh:mm) each morning. Please report your body temperature to the front desk by (time hh:mm) each morning and (time hh:mm) every evening.

Article 3: While staying at the hotel, if Party B orders take out or food delivery services, please complete payment using an online platform, Party A will not pay in advance. When ordering, please **make a note on the delivery platform to deliver to the front desk, and note your full name and room number. When the meal is delivered, the desk staff will call Party B to confirm the delivery and will leave it on an empty trolley outside the room.**

Article 4: In order for Party A to uphold the self-health management regulations, guest service personnel and housekeeping staff may not enter the room during Party B's stay at the hotel. Please keep the room clean and well ventilated at all times. If more consumable essentials are required, please notify the front desk staff by (time hh:mm) am, and Party A will provide them when delivering food.

Article 5: Party B will put the room's well wrapped trash outside the door by (time hh:mm) every morning. Party A will clear it away by (time hh:mm) and replenish consumables.

Article 6: During the self-management period, Party B shall minimize going out and prohibit visitors and delivery personnel from entering the room. If there are any problems, such as feeling unwell or any requirements, contact the desk staff immediately, and Party A will assist with diagnosis, treatment and first aid.

Article 7: Party B will follow the self-health management regulations in the hotel. The basic guidelines are as follows:

- (1) In the interest of maintaining public safety, it is strictly forbidden to use high-power electrical appliances and private power supply in the room.
- (2) All public goods in the room belong to Party A. In case of damage caused by natural disasters or unknown factors, Party A shall inspect and repair them. If it is found to be caused by negligence or intentional damage, Party B shall be responsible to compensation.
- (3) Please keep reasonably quiet during daily activities, and if you continue to move around at night (after time hh:mm), please keep quiet to avoid disturbing the other guests.
- (4) Take good care of the hotel's public property. It is forbidden to post adhesive tape or stick nails into the wall as this will damage the wall.
- (5) Pets are strictly prohibited.
- (6) It is strictly forbidden to gamble, smoke, take illicit drugs, chew betel nuts and steal any property. Party A will report any violations to the police.

Article 8: Party B shall complete the check-out procedure before noon\_\_\_\_ (time hh:mm) on the day of check-out. They will return any of the hotel's items, remove all personal items and return the room card to the counter.

**I hereby agree to comply with the provisions of the " ( name of the hotel) Hotel Self-health Management Regulations Affidavit". Party A retains the right to terminate the stay in case of any violations.**

**Signed by (Party B) :** \_\_\_\_\_

**Passport Number :** \_\_\_\_\_

**Date** \_\_\_\_\_**Y** \_\_\_\_\_**M** \_\_\_\_\_**D**







### Appendix 8 Counter Cleaning Schedule and Record Form

Counter Cleaning Registration Form in _____ (Month), 2020											
Date	Time	Cleaning Items							Cleaning Staff	Inspecting Staff	Remarks
		Counter top	Counter equipment	Public computer	Elevator button	Lobby floor	Beverage Area	Office			
	07:00										
	11:00										
	15:00										
	19:00										
	23:00										
	07:00										
	11:00										
	15:00										
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	07:00										
	11:00										
	15:00										
	19:00										
	23:00										

## Appendix 9 List of Epidemic Prevention Essential Items

List of Epidemic Prevention Essential Items		
Room Service Department		
No.	Supplies	Usage
1	Diluted bleach (1 cc:100 cc)	Suitable for disinfecting surfaces, floors or objects.
2	75% food grade alcohol	Suitable for disinfecting surfaces, objects and hands.
3	Epidemic prevention sealable black trash bag	Trash from quarantined guests should be sealed and kept away from the ones from ordinary guests.
4	Hogins 99	Suitable for disinfecting any surface or floor and kill airborne pathogens.
5	Pine-Sol multi-purpose cleaner	Suitable for cleaning floors, kitchenware (kitchen counter, stove), bathroom, tiles, toilet, toilet bowl etc. It removes oil and mold, sterilizes, removes odor and effectively dislodges grease and dirt.
6	Disposable PVC gloves	Effectively prevents irritation and damage to the skin caused by cleaning agents in the workplace.
7	Surgical mask	Filters over 90% of particles larger than 5 microns. Use when experiencing respiratory symptoms such as cold, fever or cough, or when visiting enclosed areas such as hospitals or movie theaters.
8	Forehead Thermometers/ Ear Thermometers	Suitable for regular measurement and observation of body temperature.
1	Disposable PVC gloves	Effectively prevents irritation and damage to the skin caused by cleaning agents in the workplace.
2	Rubber gloves (long sleeves)	Suitable for preventing droplet infection or chemicals from splashing onto the skin.
3	Surgical mask	Filters over 90% of particles larger than 5 microns. Use when experiencing respiratory symptoms such as cold, fever or cough, when visiting enclosed areas such as hospitals or movie theaters.
4	Eye protection (protective glasses, goggles or face shield)	Prevent disinfectant from entering the eyes.
5	Oversleeves	Suitable for preventing droplets or chemical sprays splashing onto the skin.
6	Diluted bleach (1cc:100 cc)	Suitable for disinfecting any surfaces, floors or objects.
7	75% food grade alcohol	Suitable for disinfecting any surfaces, objects and hands.
8	Special epidemic prevention sealable black trash bag	Trash from quarantined guests should be sealed and kept away from the ones from ordinary guests.
9	Yidixiao (bathroom cleaner)	Suitable for cleaning bathrooms
10	Hogins 99	Use to disinfect any surface or floor and kill airborne pathogens.
11	Pine-Sol multi-purpose cleaner	Suitable for cleaning floors, kitchenware (kitchen counter, stove), bathroom, tiles, toilet, toilet bowl etc. It removes oil and mold, sterilizes, removes odor and effectively dislodges grease and dirt.

12	Clorox – bleach	Fast and effective cleaning, bleaching and sterilization. Suitable for areas such as kitchens and bathrooms.
13	Multi-effect Drano Drainer	Effectively clears blockages in toilets, kitchens and bathrooms, and has a sterilizing and de-odorizing effect.
14	3M Cleaning detergent	Effectively kills a wide range of pathogens including microbes, fungi, bacteria, filterable viruses and HIV. It also inhibits microbial growth and eliminates unpleasant odors.
15	Disposable towel/disposable bath towel	Removes moisture from the body surface.
16	Disposable consumables	Small towel, bath towel, toothbrush, bathing cap and slippers
17	Disposable toiletries	Shampoo, body wash, conditioner, soap.
18	Toilet paper	
19	Sticky roller	Cleans dirt and dust from the floor.
20	Small trash bag	Provided for quarantined guests to discard the trash in their room.
21	Epidemic prevention sealable black trash bag	Suitable for sealing the trash and bedding of quarantined guests for disposal or sending to laundry, and to distinguish it from that of other guests.
22	Ozone	
<b>Catering</b>		
1	Disposable PVC epidemic prevention gloves	Effectively prevents irritation and damage to the skin caused by cleaning agents in the workplace.
2	Rubber gloves (long sleeves)	Suitable for preventing droplet infection or chemicals from splashing onto the skin.
3	Surgical mask	Filters over 90% of particles larger than 5 microns. Use when experiencing respiratory symptoms such as cold, fever or cough, or when visiting enclosed areas such as hospitals or movie theaters.
4	Diluted bleach (1cc:100 cc)	Suitable for disinfecting surfaces, floors or objects.
5	75% food grade alcohol	Suitable for disinfecting surfaces, objects and hands.
6	Disposable lunch box and tableware	



## **Appendix 11 Severe Pneumonia with Novel Pathogens (COVID-19). Response Guide: Community Management and Maintenance(2020/3/4)**

### **A. Basic Concepts**

According to monitoring data from the COVID-19 Central Epidemic Command Center (CECC), of recently confirmed cases in households and hospitals, there are cases where the route of infection is unclear. Because it is also influenza season now, it is of fundamental importance to reduce cluster infection and strengthen the health and safety of residents and community service personnel. The main preventive measures are to practice regular hand washing, respiratory hygiene and cough etiquette, and staying at home for those who feel ill.

All identified follow up infection risks must be managed according to CECC epidemic prevention measures. As the international epidemic situation continues to develop, CECC will announce more epidemic prevention measures in due course as the situation requires.

### **B. Protective Measures**

#### 1. Personal epidemic prevention measures for residents:

##### (1) Keep hands clean

- a. Practice regular hand washing, using soap and water or hand sanitizer to keep hands clean. Particularly after coughing, sneezing or going to the toilet, when the hands may come into contact with respiratory tract secretions, urine or excrement, hands must be washed immediately. Also avoid directly touching the eyes, nose or mouth.
- b. If it is necessary to touch elevator buttons or doorknobs in public areas, wash your hands frequently or use hand sanitizer for disinfection.

##### (2) Practice respiratory hygiene and cough etiquette.

- a. If you have a cough or other respiratory symptoms, wear a surgical mask. If the mask is soiled by oral or nasal secretions, fold the soiled mask inward and throw it in the trash can, and immediately wear a new mask.
- b. When sneezing, use tissue paper or a handkerchief to cover your mouth and nose. If you have neither, use your sleeve instead.
- c. Avoid chatting in enclosed spaces such as elevators. If you have respiratory symptoms, when talking with others, please wear a surgical mask and practice good hygiene, keeping at least one meter apart where possible.
- d. If your hands come into contact with respiratory tract secretions, immediately use soap and water to thoroughly wash your hands.

##### (3) Resting at home when ill

- a. In case of flu like symptoms (such as fever, headache, runny nose, sore throat, cough, muscle ache, tiredness/fatigue, or, among some patients, diarrhea), please stay at home as much as possible, aside from receiving medical treatment, from

the moment symptoms begin to 24 hours after they stop. Patients should avoid taking part in social activities so as not to spread the virus to other people.

- b. If you are informed by a health worker that you have been in contact with somebody with COVID-19, you must carry out home (self) isolation. Do not go outside, and do not leave the area or the country. If you have a fever or respiratory symptoms during the health monitoring period, start wearing a surgical mask immediately. Contact your local Public Health Bureau or immediately call the Epidemic Prevention Hotline 1922 or the agency that issues the "COVID-19 Case Contact Home (self) Isolation Notice" to arrange for medical treatment. When seeing a doctor, you must inform them of your travel history, occupational exposure or related exposure, and whether there are other people with similar symptoms.

## 2. Facility and prevention measures

### (1) Strengthen prevention and health education

Increase the following publicity and guidance for residents, service personnel and other staff:

- a. Publicize personal hygiene behaviors such as washing hands frequently and practicing respiratory hygiene and cough etiquette by placing posters on public bulletin boards, in elevators and other obvious places, or by means of electronic communication or broadcasting. If respiratory symptoms occur, wear a surgical mask and seek medical treatment as soon as possible.
- b. The latest information, epidemic prevention suggestions and related publicity material such as multimedia, posters and leaflets can be directly viewed and downloaded from the COVID-19 section of the CDC website (<https://www.cdc.gov.tw>).

### (2) Maintaining environmental health and adjusting protective equipment

- a. Public social spaces should be kept clean and tidy at all times. The personnel performing the cleaning and disinfection work shall wear personal protective equipment (gloves, mask, protective suit or waterproof apron, protective glasses or face shields as required), but the cleaning work shall be done properly to avoid the impact on human health due to excessive use of disinfectants. It is recommended to disinfect surfaces and objects frequently touched by the public (1:50 diluted bleach can be used (made on the day of use with 1% bleach and 49% cold water) or Sodium Hypochlorite (1,000 ppm), using a mop or cloth to clean the floor for at least 15 minutes, then cleaning with a mop or cloth). Areas including:



- i. Public spaces: doorknobs, handrails, toilets and all equipment that is touched.
    - ii. Audio equipment and knobs, handles, buttons and air conditioning outlets.
  - b. Masks and hand sanitizer should be available at the entrance, and a notice should be posted. Visitors with respiratory symptoms should wear masks and use hand sanitizer, while keeping a distance of at least a meter from others.
  - c. For surfaces frequently touched by staff (such as floors, desks, chairs, telephones, and bathroom surfaces such as faucets, doorknobs, toilet seats and flush handles), dedicated personnel shall be assigned to clean them regularly. The general environment shall be disinfected at least once a day. Disinfection can be completed with 1:50 diluted bleach (made on the day of use with 1% bleach and 49% cold water) or Sodium Hypochlorite (1,000 ppm), using a mop or cloth to clean the floor for at least 15 minutes, then cleaning with a mop or cloth. [\*Staff carrying out cleaning and disinfection should wear personal protective gear (gloves, masks, protective suit or waterproof apron, protective glasses or face shield as required) to avoid splashing disinfectant onto the eyes, mouth or nose.]
  - d. Personal cleaning and protective items (such as hand wash, paper towels and masks) should be provided to staff in sufficient quantity, and dedicated personnel shall ensure a constant supply is available.
  - e. Public areas such as children's playrooms and multi-purpose activity spaces shall be closed.
  - f. The doors, stairways and elevators of each building shall be cleaned and disinfected, and the cleaning staff shall use disinfectant liquid to wipe the doorknobs and elevator buttons during busy times.
3. Health of community service personnel and relevant management measures
- (1) Community service personnel include: management service personnel, security personnel and other staff (including other professional entrusted personnel, such as cleaning personnel).
  - (2) A health monitoring plan shall be established, and an anomaly tracking and handling mechanism shall be established; an appropriate number of ear (or forehead) thermometers, hand sanitizer (or soap) and masks shall be prepared, which shall be used by relevant personnel regularly to implement self-health monitoring. In case of fever (ear temperature  $\geq 38^{\circ}\text{C}$  or forehead temperature  $\geq 37.5^{\circ}\text{C}$ ), respiratory symptoms or diarrhea, report to the supervisor or person in charge, take appropriate protective measures and seek medical treatment.
  - (3) Management service personnel, security personnel, cleaning personnel and other staff who are often in contact with the public are advised to wear masks when working.
  - (4) Determine rules for leave of absence related to fever and respiratory symptoms, and a backup personnel plan. Ensure all staff are aware of the rules and follow them. In case of a fever, respiratory symptoms or diarrhea, staff should request leave or limit their

work until they are no longer taking medication and 24 hours after they stop experiencing fever, and then they may return to work. For staff requesting leave because of suspected or confirmed COVID-19, their leave days should be calculated leniently. It is not appropriate to include this leave in their attendance or performance evaluation.

- (5) Manage the community entrance area by carrying out visitor registration operations. Wherever possible, a fixed point should be established for logistics staff or delivery personnel to leave goods, so that frequent entry and exit of personnel does not interfere with epidemic prevention measures.
- (6) If residents or community service personnel experience symptoms, please follow the following suggestions:
  - a. Arrange for the affected persons to be separated from other people, the ideal distance is more than 1 meter, and require them to follow measures such as cough etiquette, hand hygiene and wearing surgical masks. As far as possible, special toilets shall be provided for affected persons. If this is not possible, the toilets used by them shall be cleaned and disinfected.
  - b. Affected persons shall be taken care of by fixed staff, but these shall not be staff with high risk of complications, and surgical masks and gloves must be worn when in contact with them. After coming into contact with affected persons or handling their discarded items, make sure to remove the mask and gloves carefully and wash both hands.
  - c. Any waste produced by affected persons and discarded masks and gloves shall be sealed in thick plastic bags and discarded.

#### 4. Epidemic prevention measures for gatherings

- (1) Before any gathering
  - a. Conduct a risk assessment

If residents have any conditions such as chronic lung disease (including asthma), cardiovascular disease, kidney, liver, nerve, blood or metabolic disease (including diabetes), hemoglobin disease, or immune deficiency or pregnancy, they should avoid any social activity during the epidemic period of COVID-19 in Taiwan.
  - b. Establish a contingency plan

In the case of large-scale or long-term gatherings, in addition to continuously monitoring the epidemic situation at home and abroad, provide information to the relevant people in good time and formulate relevant response mechanisms for the detection of suspected COVID-19 during the gathering. This includes environmental planning for activities (such as on-site flow line planning and temporary isolation or resettlement space for suspected cases), medical support (such as medical professionals stationed to assist in providing preliminary medical assessment or first aid at the gathering site, taking into account nearby medical resources), establishing contact windows and a procedure for notifying relevant COVID-19 response agencies (such as local DOH), and ensuring that relevant emergency personnel are familiar with the procedures.

- c. Instruct the sick to stay at home and not take part in social gatherings  
Use multiple channels (such as letters, SMS and event websites) to convey the following hygiene information message:
  - i. Those with respiratory symptoms should rest at home after receiving medical treatment, and avoid taking part in social gatherings. Those with a fever may participate in social gatherings after the fever has gone for 24 hours. If it has not been 24 hours, do not participate.
  - ii. Practice regular hand washing, using soap and water or hand sanitizer to keep your hands clean. Particularly after coughing, sneezing or going to the toilet, when the hands may come into contact with respiratory tract secretions, urine or excrement, hands must be washed immediately. Also avoid directly touching the eyes, nose or mouth.
- d. Planning epidemic prevention facilities/isolation area and preparing relevant protection equipment
  - i. Social gatherings must supply adequate hand washing facilities, and suitable isolation spaces should be established beforehand. Indoor gatherings require adequate ventilation.
  - ii. Prepare personal cleaning and protective equipment sufficient for the scale and duration of the social gathering, including hand washing items (such as soap or hand sanitizer), paper towels and surgical masks.

(2) During the gathering

- a. Ensure proper communication of prevention, health education and personal health protection
  - i. Ensure proper communication of COVID-19 prevention measures and personal hygiene practice, and declare the following information through clear announcement media such as posters or LED screens: Prevent COVID-19, Hand Hygiene and Respiratory Hygiene and Cough Etiquette. [\* It is recommended to download and use official health education materials from the CDC website (<https://www.cdc.gov.tw>).
  - ii. At present, it is not recommended that all participating households and community service personnel wear face masks, but for residents are in direct face-to-face contact with sufferers of respiratory symptoms, or other workers who have to work in closed spaces with large numbers of people, it is recommended to wear masks.
- b. Maintain site sanitation and supply sufficient protective equipment
  - i. Indoor activities should maintain good air circulation and environmental sanitation, continuously monitoring the ventilation and environment.
  - ii. Masks and hand sanitizer should be available at the entrance, with a notice. Visitors with respiratory symptoms should wear masks and use hand sanitizer, while keeping a distance of at least a meter from others.

- iii. For surfaces frequently touched by staff (such as floors, desks, chairs, telephones, and bathroom surfaces such as faucets, doorknobs, toilet seats and flush handles), dedicated personnel shall be assigned to clean them regularly. The general environment shall be disinfected at least once a day. Disinfection can be completed with 1:50 diluted bleach (made on the day of use with 1% bleach and 49% cold water) or Sodium Hypochlorite (500 ppm), using a mop or cloth to clean the floor for at least 15 minutes, then cleaning up with a mop or cloth. [\*Staff carrying out cleaning and disinfection should wear personal protective gear (gloves, masks, protective suit or waterproof apron, protective glasses or face shields as required) to avoid splashing disinfectant onto the eyes, mouth or nose.]
- iv. Personal cleaning products (such as hand washing products and paper towels) shall be provided to staff in sufficient quantity, and dedicated staff should ensure a constant supply.
- c. Continue to monitor the epidemic situation  
During the gathering, continue to monitor the epidemic situation as announced by the CECC. Provide timely information to all participants and issue warnings as needed. If community service personnel or residents have respiratory symptoms during the event, they should wear masks and temporarily be relocated to the designated isolation space (or a well ventilated place without a busy flow of people) until they return home or seek medical treatment. If needed, arranging for a nearby medical institution.
- d. Discovering suspected cases of COVID-19
  - i. If the community service personnel find someone who meets the notification criteria for COVID-19, they should immediately deal with the situation according to the designated contingency plan and inform the DOH, whilst conducting epidemic survey and related prevention measures for the DOH. If the person is not cooperating, they should inform the local DOH or call 1922 to request assistance.
  - ii. In order to prevent the cluster infection and spread of the epidemic, consider the type of gathering and number of participants and the epidemic situation. If necessary, discuss with the local DOH to determine whether adjustments, postponement or cancellation of the gathering will be required.

## Appendix 12 Home Quarantine Regulations Affidavit (Hanns House's Template)



### 瀚寓酒店 居家檢疫規範切結書

#### Hanns House Self-Health Management Statement

本人\_\_\_\_\_ (以下簡稱乙方) 為因應中央流行疫情指揮中心規定，凡由三級疫區 (以中央流行疫情指揮中心最新公佈為準) 入境之旅客必須實施居家檢疫 14 天，因入住瀚寓酒店 \_\_\_\_\_ 房，務必遵守以下管理準則及自主管理條例，瀚寓酒店(以下簡稱甲方)保有一切入住申請與管理之權利。

I \_\_\_\_\_ (hereinafter referred to as Party B) in accordance with the Central Epidemic Command Center's regulations, all passengers who enter the country from a third-level epidemic area (the latest announcement by the Central Epidemic Command Center) must implement home quarantine for 14 days. Now staying at Hanns House Room \_\_\_\_\_, must abide by the following management guidelines and autonomous management regulations. Hanns House (hereinafter referred to as Party A) reserves all the rights to manage or reject any reservations.

**第 1 條** 乙方茲同意於辦理入住時繳清住宿期間全額房費，房費已含早、午、晚餐(早餐 08:00-09:00、午餐 12:00-13:00、晚餐 18:00-19:00)，若乙方不需用餐，恕不退費。

**第 2 條** 客房內已配置體溫計，乙方於住宿期間請分別於早、晚自行測量體溫並主動通知甲方服務人員，並由甲方服務人員記錄於「自主管理體溫紀錄表」。乙方對於上述體溫測量資訊應據實陳述，若有錯誤陳述或造成甲方登載錯誤者，乙方應自行負責；甲方對於乙方告知之體溫測量資訊，不負任何核實義務

1. Party B agrees to pay the full room rate of the stay at check-in. The room rate includes breakfast, lunch and dinner (breakfast 08: 00-09: 00, lunch 12: 00-13: 00, dinner 18:00 -19: 00), if Party B does not need to dine, there will be no refund.

2. A thermometer is provided in the guest room. During the stay, Party B should take temperature measurements in the morning and evening respectively and notify service personnel from Party A via house phone for Party A to keep record on the "Quarantine temperature record form". Party B shall truthfully state the above temperature measurement information. If there is any misstatement that causes Party A of misreporting, Party B shall be fully responsible; Party A shall not be responsible for verifying the temperature measurement information notified by Party B.

**第 3 條** 乙方於住宿期間，如自行連繫外送服務，請於外送服務平台線上完成付款，甲方不提供先行代墊或轉交費用之服務。訂餐時，務必於外送服務平台備註：(1)請將餐點送至櫃檯；(2)訂餐人全名及房號。待餐點送到時，甲方將以電話確認乙方所預訂之餐點後，配送時間將依第 1 條約定之三餐送餐時段一併進行配送，其它時段皆不提供配送服務。

3. During the stay, if Party B orders food aggregator delivery service by him/herself, please complete the payment online on the delivery service platform. Party A does not provide advanced payment for the food order. When doing online ordering, be sure to note on the delivery service platform: (1) please send the meal to the front desk; (2) full name and room number of the person who ordered the meal. When the meals are

delivered, Party A will confirm the meal order with Party B by phone. The meal will be distributed in accordance with the meal service time agreed in Article 1. Delivery services will not be provided at other times.

**第 4 條** 甲方為配合自主管理條例之約定，於乙方入住期間，甲方人員皆不得進入房間，乙方務必隨時保持房內清潔及通風，如需消耗性備品使用，請於每日 17:30 前電話通知櫃台人員，甲方將於晚上送餐服務時一併提供。

**第 5 條** 乙方應於每日 10:30 前將房內需更換之布巾打包，並將欲送洗之衣物置於洗衣袋內且填妥洗衣單；另應於每日 17:00 前將房內垃圾打包，統一放置於門外置物架上，甲方將每日定期清潔。

4. In order to comply with the provisions of the autonomous management regulations, Party A are not allowed to enter the room during Party B's stay. Party B must keep the room clean and ventilated at any time. For toiletry supplies, please inform front desk clerks via phone before 17:30 daily. Party A will provide the supplies together with the delivery service in the evening.

5. Party B shall put the towels which need to be replaced in the plastic bag and laundry in the laundry bag with laundry form filled in before 10:30 and place the bags on the rack outside the room door every day. In room garbage should be packed by Party B and place on the rack outside the door by 17:00 every day. Party A will pick up the bags daily.

**第 6 條** 乙方於甲方飯店進行自主管理期間內，不得擅自離開房間，並嚴禁私人訪客及外送員進入房間，如有任何身體不適及房務相關需求，請即時連繫甲方櫃台人員，並由甲方協助連繫診療救護。

6. Party B shall not leave the room without authorization during the period of the stay. Visitors and delivery staff are strictly forbidden to enter the room. If you have any physical discomfort or need for housekeeping, please contact Party A's front desk staff immediately. Party A will assist in contacting related treatment of ambulances.

**第 7 條** 乙方於甲方旅館居住期間內應符合自主管理條例，另需遵守基本生活公約規定如下：

- (1) 嚴禁於房間內，使用大功率電器用品、私接電源，以維護公共安全。
- (2) 房間內所有用品為甲方資產，如發生天災或不明等因素導致毀損，經甲方查明後統一修繕復原，如經查明為人為疏失、蓄意破壞所造成，則由乙方負責照價賠償。
- (3) 日常生活請保持輕聲細語，晚間 22:00 後如繼續活動，應保持安靜以不妨礙其他住宿者休息為原則。
- (4) 善盡愛護公物之自我管理，房間牆壁嚴禁張貼雙面膠、釘子破壞牆面行為。
- (5) 嚴禁攜帶寵物。
- (6) 嚴禁吸菸(全館禁菸，違反者依菸害防制法處以新台幣 2,000 至新台幣 10,000 元罰鍰)、吸毒及嚼檳榔，偷竊財物，若經甲方發現違規情事將依法報警處理。

7. Party B shall comply with the autonomous management regulations during the period the stay in Party A's hotel. In addition, he/she shall comply with below hotel policies:

- (1) It is strictly forbidden to use high-power electricity and private power supply in the room for safety purpose.
- (2) All supplies in the room are Party A's assets. Party A will be responsible for repair If damages caused by natural disasters or unknown factors. Party B shall be responsible for compensation according to the price if the damage is caused by human negligence or vandalism,
- (3) Please keep quiet at all time. Activities 22:00 in the evening shall be with low voice as not to disturb other guests from resting.

(4) Take good care of public property. It is strictly forbidden to put double-sided tape or nails on the wall of the room to damage the wall.

(5) Pets are strictly prohibited.

(6) Smoking is strictly prohibited (No smoking in the entire building, violators will be fined NT \$ 2,000 to NT \$ 10,000 in accordance with the Smoke Prevention Law) If Party A finds any violation such as drug use, chewing betel nut and theft of property, it will report to the police according to law .

**第 8 條** 乙方應於自主管理結束後之隔日中午 11 點後開始進行退房作業，乙方應將客房之公物放置於房內；並清理所有個人物品，待房務人員查完確認房內無其他人為損壞後即可完成退房手續。

8. Party B shall start the check-out operation after 11 noon on the next day after the end of autonomous management. Party B shall leave the public property of the guest room in the room; and clear up all personal belongings. Housekeeping staff will check to confirm that there is no other damages in the room before the completion of Check-out.

茲同意遵守「瀚寓酒店 居家檢疫規範切結書」規定，如有違反相關事宜，甲方保有得隨時終止住宿權利。

I agree to abide by the " Hanns House Self-Health Management Statement", and Party A reserves the right to terminate the accommodation right at any time if guest violates related matters.

立書人(乙方): \_\_\_\_\_

Author (Party B): \_\_\_\_\_

身分證號碼/護照號碼: \_\_\_\_\_

Identity Card Number / Passport Number: \_\_\_\_\_

中 華 民 國 \_\_\_\_\_ 年 \_\_\_\_\_ 月 \_\_\_\_\_ 日