

## Information for business owners and staff dealing with visitors during the COVID-19 Pandemic.

Updated: 30<sup>th</sup> November 2021

### How should you be operating this summer with visitors? What does the Protection Framework mean for business?

Please refer to the government guidance:

[www.business.govt.nz/covid-19/covid-19-protection-framework/](http://www.business.govt.nz/covid-19/covid-19-protection-framework/)

### What should we do if someone in our accommodation has COVID-19 symptoms?

- Direct them to call Aotea Health on 09 4290 356 for advice regarding testing.
- Recommend the group isolate in their accommodation.
- You should make other guests aware, especially if there are shared facilities.

### What do I do if someone in my accommodation is infected with COVID-19?

- The whole group must immediately isolate, the infected individual must isolate separately – refer to the [‘Care in the community’ government guidelines](#).
- If you run hosted accommodation and you or other guests have been in close proximity to guests e.g. for tours, catering, using shared kitchen etc, you should also seek advice from the health service.
- You or your guests should contact the **car rental or shuttle service** your guests are using to make them aware.
- The group will be in contact with the health service but should be asked to consider their movements, interactions and potential exposure events over the infectious period.
- You will need to deep clean your premises
  - [General recommendations around this from the ministry of health](#)
  - [Recommendations set out by Ministry of Health for locations of interest following a visit from a confirmed COVID-19 case](#)

*Summary of cleaning recommendations taken from the above MOH resources:*

- The virus that causes COVID-19 will be killed by thorough cleaning and disinfection practices. Any surfaces that are frequently touched should be prioritised for cleaning, such as door handles, handrails, light switches, horizontal surfaces such as counter tops and tables, EFTPOS machines, touch screens, taps, sinks and toilets.
- Any hospital grade detergent/disinfectant products are suitable for cleaning. Always follow the directions on the label which will include safety information and instructions for safe and effective use of the cleaning product, including any precautions you need to take when using it. Recommended cleaning product(s) should be a 2-in-1 product (containing both cleaning and disinfectant properties) to increase efficiency. Keep the windows open for ventilation if possible.
- You can use **hypochlorite disinfectants (bleach) or products that state on the label that they have antiviral activity**, meaning they can kill viruses.
- If using bleach, mix with water following the dilution instructions provided by the manufacturer. Fresh bleach solution should be made every 24 hours. If the solution is not prepared and used as described in the instructions, it is unlikely to be effective.

- Further information on cleaning and disinfection can be found on the [Ministry of Health website](#) or you can contact the Infection Prevention and Control team at your local District Health Board for advice.

Examples of cleaning products that are hypochlorite disinfectants:

[Janola Premium Bleach](#)



[Geller MedicShield Disinfectant Santiser Hospital Grade](#)



If you have in a COVID-19 policy in place for your customers that you would like us to with visitors through our website, please forward it to [info@dgbi.co.nz](mailto:info@dgbi.co.nz)