



COVID-19 instructions for accommodation establishments

- COVID-19 is an infectious viral disease which spreads from person to person by means of the projection of aerosols, mainly though coming into close contact with infectious persons.*
- If conditions are favourable, the virus can survive on contaminated surfaces for up to three days, but it can be destroyed through cleaning and disinfection.
- The risk of the spread of COVID-19 is at its highest in enclosed, crowded, and poorly ventilated rooms.
- The aim of these instructions is to provide guidelines to accommodation establishments in order to ensure the safe provision of their services under the circumstances of the spread of COVID-19.
- **The work of the establishment should be organised by basing it on valid orders which have been issued by the government of the republic of Estonia: [Measures and restrictions required to prevent the spread of COVID-19](#).**

The cleanliness of the premises and proper ventilation

- It must be ensured that air which is mechanically supplied and removed in the form of a ventilation system is supplied through a system which is fully functional and which has been switched on.
- The premises must be regularly cleaned and disinfected by using the usual methods and cleaning materials.
- Frequently used objects and surfaces (including counters, door handles, tables, chairs, toilets, etc) must be cleaned every two to four hours.□
- Any textile objects which are used by customers must be washed in a washing machine at a temperature of at least 60°C by using a regular washing cycle.
- The surfaces in the premises must be easy to clean and disinfect. A suitable detergent must be used for cleaning soft flooring materials.
- Any waste which may have come into contact with the virus (including personal protective equipment) must be collected in plastic bags which can be sealed at the top and disposed of as mixed domestic waste.
- [The Health Board's advice in terms of cleaning and disinfection](#) should be followed.

Customers

- It is advisable to wear a mask or to cover one's mouth and nose in indoor premises and in crowded places which are poorly ventilated and where social distancing from strangers is not possible. [Please see the Health Board's website for guidance on how to properly wear a mask](#).
- In public indoor premises, individuals must at all times properly observe social distancing requirements when spending time on the premises or when moving around them. This restriction does not apply to families or in any situation in which the requirement cannot reasonably be observed.
- Please observe the rules for providing catering services within an accommodation establishment where such rules have been laid down by this order.
- Please observe the rules for providing entertainment services and organising public events in accommodation establishments where such rules have been laid down by the latest relevant order.
- The business must give customers the opportunity to register their personal details (name and telephone number). It should be disclosed to customers that such details are disclosed on a voluntary basis. The details will be used later if it becomes necessary to notify the customer of potential contact with an individual who has been infected.
- It must be ensured that anyone who is using the business premises is maintaining the required social distancing from anyone else on the premises (approximately two metres). The required signage must be displayed to facilitate this.



- Customers should be encouraged to use the [HOIA](#) mobile phone app. The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with a person who has tested positive for coronavirus.
- Customers must be able to wash their hands or, if this is not possible, to sanitise their hands.
- The means for sanitising one's hands must be installed in visible places by the main routes being used by the customers, including next to entries and exits.
- [Hand-washing](#) and [sanitising](#) stations must be equipped with the relevant instructions.
- Toilets must be equipped with plenty of soap and disposable towels for drying hands. From the perspective of infection prevention, it is safer to use disposable towels instead of hand dryers. □
If a customer who has any symptoms of a respiratory disease is staying at the accommodation establishment, **further precautions must be taken:**
 - ✓ Any customer who has fallen ill must be notified of the need to keep their **distance from others**.
 - ✓ **Contactless** room service must be provided to any customer who has fallen ill.
 - ✓ A protective mask must be provided to any customer who has fallen ill.
 - ✓ The customer's health must be monitored carefully and the customer must be encouraged to ask for help if necessary.
 - ✓ When the customer has departed the premises, any part of those premises, surfaces, or objects which they may have used must be cleaned thoroughly.

Employees

- As of 24 November 2020, COVID-19, officially referred to as SARS-CoV-2 (severe acute respiratory syndrome coronavirus 2) is included in hazard group 3 of biological hazards. In the case of all work which is accompanied by a risk of coming into contact with biological hazards, the employer must determine the type, extent, and duration of the risk for the employee of their becoming infected during the course of drawing up the working environment risk analysis and, based on this, should assess the risk to the employee's health and implement any necessary precautionary measures. [The precautions are introduced on the Labour Inspectorate's 'Tööelu' website.](#)
- The employer must make sure that all employees are aware of the main measures which can be implemented to prevent the passing on of respiratory diseases.
- It must be stressed to employees that they are not permitted to come into work or to remain at work in the case of there being even the smallest suspicion of their having been infected. A procedure must be established in order to make sure that no employee who has fallen ill remains on the business premises.
- Close contact between employees and customers must be minimised.* If this is not possible, provide employees with personal protective equipment such as visors and masks.
- Employees should be advised to use the [HOIA](#) app. The app notifies individuals who have come into close contact (lasting at least fifteen minutes within a distance of two metres) with a person who has tested positive for coronavirus.
- Employees must be able to wash their hands regularly. The [instructions](#) that have been provided for washing hands must be followed.
- If it is not possible to wash one's hands, then hands must be sanitised with a hand antiseptic by following the respective [instructions](#). Visibly dirty hands must always be washed.
- Collective means of protection and personal protective equipment must be issued to employees based on the results of the risk analysis for the working environment, and training must be organised to show the proper and safe use of such equipment. [Instructions can be found on the Health Board's website.](#)
- Any waste which may have been contaminated with the virus (eg. tissues, masks, etc) should be disposed of pursuant to the following instructions: <https://www.envir.ee/et/uudised/koroonajaatmedtuleb-teistest-eemal-hoida>.



- Work clothing must be washed regularly using a procedure which is followed by all of the business employees. The clothing of any employee who has fallen ill must be washed immediately.
- Clothing or other tools and equipment which are used at work should not be taken home if possible.
- In the case of product presentations being organised (such as food presentations, or cosmetic products which are accompanied by a high risk of cross-contamination, such as lipsticks or mascara), where possible facilities must be provided to those persons who are tasked with presenting the products and to customers so that all parties are able to sanitise their hands and all parties should be encouraged to maintain the required social distancing.

If an employee falls ill with a respiratory disease
(fever, cough, lack of energy, and other symptoms)

- An employee who falls ill outside of the working hours must stay at home.
- An employee who falls ill at work must leave immediately.
- The employee must contact their family physician who will determine whether or not that person should be diagnosed with COVID-19, plus their need to be tested, and the need to sign a certificate to show their incapacity for work.
- From the perspective of slowing down the spread of COVID-19, it is important for any employee who has fallen ill to notify their employer of their COVID-19 diagnosis having been confirmed. The employer must be notified in a manner which has been agreed upon between the employee and the employer.
- If a diagnosis of COVID-19 is confirmed, the employer must identify all persons who have come into close contact with the employee who has fallen ill at their place of work and within the immediate period after the employee has become symptomatic or up to two days before they became symptomatic.* In the case of an asymptomatic employee, anyone who has come into close contact with that employee within two days prior to the employee having tested positive is deemed to be a close contact of the employee in question.* [Further information about determining close contacts can be found on the Health Board's website.](#)
- Having been notified of an employee's COVID-19 diagnosis, the employer must cooperate with the Health Board's regional department to identify the employee's work-related close contacts and to provide them with instructions for the further organisation of their work.*
- Please enter the details of any work-related close contacts in the relevant table (the table is available [here](#)).
- Following your conversation with the Health Board, please send the table to the Health Board's relevant regional department (you will receive the required contact details) and in an encrypted format.
- Close contacts must self-isolate for ten days, while monitoring their health condition carefully. Even though it is not compulsory to get tested, the Health Board advises close contacts to undergo SARSCoV-2 testing after completing their ten-day self-isolation period in order to detect potential asymptomatic or pre-symptomatic cases. The duration of a close contact's self-isolation period can be calculated with the help of the [Estonian Family Physicians Association's isolation calculator](#).
- The requirement to self-isolate at one's permanent residence or place of abode for ten calendar days and take the coronavirus SARS-CoV2 test is not applied in the following cases:
 - 1) the person has had COVID-19 and has been declared by a doctor to have recovered within the past **two months**;
 - 2) the person has completed the full vaccination process against COVID-19, has gained maximum protection after receiving the last vaccine dose, and has received the last dose within the past **year**;
 - 3) the person has had COVID-19 and has received one dose of the vaccine, has gained full immunity after vaccination, and has received the vaccine dose within the past year, or was infected with COVID-19 after having received the first vaccine dose and has been declared by a doctor as having recovered not more than one year ago.



- Any premises which may have been contaminated with the virus must be closed to third parties and should be cleaned, disinfected, and ventilated before reopening.
- [The advice of the Health Board in terms of cleaning and disinfection](#) should be followed.
- If the COVID-19 diagnosis is not confirmed for an employee who has fallen ill, all other employees may continue to carry out their duties, but must monitor their health over the following ten days.

HANDS MUST BE WASHED:

- before commencing work
- before handling heat-treated or ready-made food
- after handling or preparing food which was not heat-treated
- after handling waste
- after cleaning
- after using the toilet
- after blowing your nose, sneezing, or coughing
- after eating, drinking, or smoking
- after handling cash

***CLOSE CONTACT IS CLASSED AS BEING:**

- direct physical contact with an individual who has been infected with COVID-19 (such as shaking hands)
- direct contact without any protection with secretions from the respiratory tract of a person who has been infected with COVID19 (such as being coughed on)
- being within a distance of up to two metres of a person who has been infected with COVID-19 for at least fifteen minutes

Guidelines and advice are available at:

[The Health Board's COVID-19-related publications and instructions](#)

[The advice of the Veterinary and Food Office to food business operators in connection with coronavirus](#)

[The Labour Inspectorate's advice to the employer and employee](#)

[The coronavirus crisis website of the Government of the Republic](#)