Public Health
MADISON & DANE COUNTY
Healthy people and places

RECOMMENDATIONS FOR NOROVIRUS CONTROL IN HOTELS BASED ON THE HANDLING OF PREVIOUS OUTBREAKS

	Normal Control Maintain at all times	**Increased Control** Ill food handlers are present or have called in sick with symptoms including vomiting or diarrhea OR unusually high numbers of ill employees or customers	**Outbreak Control** Suspected outbreak in progress. Several ill employees and/or customers
Surveillance	Illness Tracking System in place at all times. Routinely monitor: • Employee illness trends. • Monitor food handlers closely for signs of illness, especially vomiting or diarrhea. Do not allow employees to work when experiencing symptoms. • Guest requests for medical assistance/ illness complaints. • Clean up responses in public areas and guest rooms.	• Notify Health Department. • Monitor all hotel staff for similar illness symptoms. • Increase frequency of routine monitoring activities.	• Continue all Increased Control surveillance activities and work closely with Health Department • Assist in contacting groups who may have eaten at the establishment around time of illness. Health Department will interview customers and staff as necessary. • Gather menus or prep lists for food prepared around time of illness.
Readiness Actions	Infection Control Measures in place at all times: • Good employee hand washing practices following bathroom use. • Hand soap, single use towels and tempered water available at all hand wash stations. • No one allowed contact with ready-to-eat food with bare hands. This includes food handlers. • Good sanitation practices in place and followed. • Provide employees with "Ill Employee Reporting Agreement"- keep signed copies on file. • Swimming pools properly maintained at all times; disinfectant levels always meet code. • Special team (Hit Squad) in place to handle all body fluid event clean-ups. Use 10% bleach solution to clean. • Bedding and uniforms properly laundered to eliminate contamination. Minimize handling by employees. • Each Department has specialized clean-up plans in place for increased control and outbreak control. • All body fluid accidents are reported to supervisor who then reports to the person in charge of bringing the information together.	• Continue Normal infection control measures. • Require all food handlers who experienced vomiting or diarrhea to remain off duty for 48 hours after their symptoms stop. • Send ill employees home. • All employees wash hands more frequently. • Food handlers change gloves more frequently. • Increase frequency of cleaning and surface sanitizing in staff areas, bathrooms, hand wash sink handles, etc. • Pool requires more attention during times of heavy use.	• Establish Command Center in cooperation with Health Department. • Continue Increased infection control measures. • Housekeeping increase cleaning with 10% bleach solutions in staff and public areas, restrooms, break room, and common areas. Lots of surface cleaning. • Assist Health Department as requested. • Post polite reminders in all public restrooms on the need for proper hand washing. • Increase attention to pool disinfectants and operation. • All employees wash hands thoroughly once each hour; food handlers more as needed. • Depending on scope of outbreak, Health Department will advise whether to stop foodservice temporarily.
Supervision/ Evaluation	• Routine supervision of surveillance, readiness actions, training and communication by management. • Information brought together so emerging problems will become evident. • Correct deficiencies	• Increased supervision of surveillance, readiness actions, training and communication by management. • Information brought together so emerging problems will become evident. • Correct deficiencies.	• Supervision of surveillance, readiness actions, training and communication by management takes place from the Command Center. • Information brought together so everyone can understand scope of problem. • Correct deficiencies; work closely with Health Department.
Training	• Routine staff training occurs in each Department's specialized infection control measures. • Provide food handler training such as **Safe Food Crew** modules. • Provide body fluid event training and practice. • Training of all staff to report body fluid events to supervisor.	• Educate employees on norovirus symptoms, how it is spread and prevention measures. • Provide additional training as necessary.	• Provide additional training as necessary.
Communication	• System in place to bring info together, review surveillance daily, and trigger increased control when necessary. • System to communicate with guests, public health, media, industry partners and internal staff. • System for internal emergency notification in place.	• Provide daily updates to contact person at Health Dept. • Increase internal staff communication.	• Routine communication with Health Department. • Conduct all-staff meetings to discuss concerns and answer questions. • Communicate with guests, public health, media, industry partners, and internal staff as needed.