

With effect from Tuesday, 10 August 2021

CHECKLIST OF SAFE MANAGEMENT MEASURES FOR BACKPACKERS HOSTELS (“HOSTELS”) APPLYING FOR ITS PRIVATE ENSUITE ROOMS TO ACCEPT LEISURE BOOKINGS

Hostels must comply with all mandatory measures in the Control Order and measures outlined in the Hostel’s Rulebook. Hostels applying for its private ensuite rooms to be allowed to accept leisure bookings should also comply with the set of requirements outlined in this checklist.

Recommended measures are left to hostels’ discretion to implement, but are strongly encouraged. While the majority of the SMMs mentioned in this checklist (including in the application form in Annex B) are drawn from the Control Order and are summarised for the convenience of hostels, this circular is not exhaustive and the prevailing Control Order will prevail in case of any inconsistency.

1. ENTRY TO HOSTEL

Reduce capacity and inter-mingling at lobby

Mandatory

- a. Screening¹ every individual (including each guest, visitor, delivery personnel, contractor and staff) for COVID-19 symptoms² before allowing him or her to enter the hostel premises and before he or she enters each guest facility, including F&B establishments. Guests’ temperature must be taken prior to him/her entering the premises.
 - i. **From 19 August 2021:** Temperature screening will no longer be required for individuals who are entering the hostel’s premises.
- b. Backpackers’ hostels are reminded to continue to keep records of the following as per the COVID-19 (Temporary Measures) (Control Order) Regulations 2020, on top of implementation of TraceTogether-only Safe Entry (TT-only SE):
 - i. The identity of each guest or visitor who enters or leaves the hostel each day;
 - ii. The purpose for which the visitor is entering the specified hostel; and
 - iii. The respective times of entering and leaving the specified hostel.

¹ Screening for COVID-19 symptoms must comprise taking the temperature and a visual check (without physical contact) of the individual to see if the individual is coughing, sneezing, breathless, or has a runny nose.

² COVID-19 symptoms are fever, coughing, sneezing, breathlessness, a runny nose, or if an individual reports of a loss of the sense of smell.

- c. Refusing entry to any individual that fails the screening under para.(a) and refuses to comply with para. (d), or if a visitor is subject to a quarantine order or stay-home-notice.
- d. Providing a mask to any guest or visitor who displays a symptom under para.(a) and requiring the guest or visitor to wear the mask (whether or not detected at screening), isolate the unwell guest from others in a room away from other guests, provide surgical masks, provide or cause the provision of medical treatment.
- e. Implementing Trace Together-only SafeEntry to facilitate contact tracing of every individual (including each guest, visitor, delivery personnel, contractor and staff) entering or leaving the hotel.
- f. Requiring every individual (including each guest, visitor, delivery personnel, contractor and staff) to wear a mask within the hostel, except where allowed under the Control Order (e.g. where a guest is within his or her room, engaging in strenuous physical exercise, eating, drinking, etc.).
- g. Limiting entry to the hostel to individuals for the purpose of working for, supplying an authorised service to, procuring goods or services from or otherwise dealing with the hostel or a tenant within the hostel (e.g. asking loiterers to leave).

2. FRONT OFFICE/ LOBBY

Reduce capacity and inter-mingling at lobby

Mandatory

- a. Requiring every guest, before providing them accommodation, to make a declaration as to his or her purpose in staying at the hostel and, where the guest is the holder of a work pass issued under the Employment of Foreign Manpower Act, to provide the name of the employer as specified in the work pass and the contact number or other contact particular of the employer³.
- b. Keeping the records under para.(a) for not less than 28 days after the end of the guest's stay in the hostel.
- c. Ensuring there is at least one staff or contractor (e.g. security guard) present and on duty at all times (i.e. 24/7) to ensure the hostel is compliant with the Control Order and the mandatory safe management measures.

³ To avoid doubt, this requirement is imposed under the Control Order and is in addition to guest information required under the Hostels Licensing Regulations.

- d. Where practicable, limiting the total occupancy in the Lobby area to no more than 1 individual per 16 square metres of space accessible to guests and visitors at any point in time⁴.
- i. **From 19 August 2021:** Limiting the total occupancy in the Lobby area to no more than 1 individual per 10 square metres of space accessible to guests and visitors at any point in time⁵, where practicable.
- e. Staggering check-in and check-out timing for guests in different rooms.
- f. Allowing only one booking per private ensuite room for leisure purposes. Guests staying for non-leisure purposes should not be allocated the same room as guests staying for leisure purposes.
- g. Each private ensuite room can only permit one booking and **can accommodate no more than 5 individuals in total (including guests and visitors) gathering on any single day in any guest room when these rooms are sold for leisure, except where the individuals are all from the same household (i.e. same address on NRIC). Please note that all rooms shall be capped at the room's maximum capacity as per the approved plans by URA and/or SCDF.** When the private ensuite rooms are not sold for leisure for e.g. booked out by a company for their workers, hostels must comply with the prevailing bedding requirements i.e. single beds to be placed 1m apart and bunk-beds to be arranged in alternating manner.
- h. All individuals occupying the private ensuite room for leisure must be pre-registered and checked in prior to arrival and required to present themselves at the front desk for registration before being allowed entry to the guest room.
- i. Informing guests and attaining documented acknowledgment from them as to the maximum permissible group size under the Control Order for the purposes of leisure⁶ per room and the corresponding penalties in the event of any non-compliance via sending a pre-arrival email, acknowledgment at point of check-in, or such other means as may effectively communicate these.
- j. Displaying signage at lift lobbies as to the maximum permissible group size under the Control Order for the purposes of leisure and the corresponding penalties incurred if guests and visitors do not comply.
- k. Disallowing visitors to visit in-house guests. Ensuring that hostel has the means to detect entry of every visitor to a guest room such as monitoring through effective means e.g. CCTV, or staff stationed at lift lobbies.

⁴ Computed by dividing the total square metres of space accessible by guests and visitors by 10. To avoid doubt, this limit on occupancy excludes staff, delivery personnel, contractors and other individuals who are not guests or visitors.

⁵ Computed by dividing the total square metres of space accessible by guests and visitors by 10. To avoid doubt, this limit on occupancy excludes staff, delivery personnel, contractors and other individuals who are not guests or visitors.

⁶ Not more than 5 individuals in total (including guests and visitors) gathering on any single day in any guest room when these rooms are sold for leisure, except where the individuals are all from the same household (i.e. same address on NRIC), capped at the room's maximum capacity as per the approved plans by URA and/or SCDF.

- l. Monitoring the movements and suspicious behaviour⁷ of every guest and visitor, in particular the movements to rooms and behaviour of guests who are celebrating special occasions.
- m. Implementing regular security patrols to perform regular checks and closed circuit television surveillance of lobby, lifts and corridors for suspicious behaviour.

Recommended

- n. Implementing online check-in for guests to minimise waiting time at the lobby. Hostels are encouraged to explore facial recognition solutions and utilise STB's E-Visitor Authentication (EVA) to comply with authentication requirements.
- o. Implementing key drop and express check-out options.
- p. Conduct reception services in guests' rooms where possible e.g. serving of welcome drinks, introduction of services in guests room instead of at the lobby⁸.
- q. In addition to the mandatory signage on maximum permissible group size under the Control Order for the purposes of leisure at the hostel lobby, prominently publishing a reminder message on other communication channels such as the welcome letter to guests or on the IPTV of lobbies and guestrooms.

Reduce physical interaction

Mandatory

- r. No gathering shall be permitted in the hostel premises at all times.
- s. Implementing queue markers with at least 1 metre spacing between individuals where queues are expected.
- t. Spacing all seats at lobbies and other common areas that are not fixed to the floor at least 1 metre apart, and demarcating alternate seats at lobbies and other common areas that are fixed to the floor as seats not to be occupied.
- u. Demarcating flooring in all lift lobbies and smoking areas to limit capacity to at least 1 metre spacing between individuals.

⁷ Suspicious behaviour includes large numbers of guests entering a guestroom, disproportionate excess luggage, large meal orders, requests for consumption of a high volume of amenities, excessive noise from guest rooms.

⁸ Sales and consumption of alcohol in all F&B establishments is prohibited after 2230hrs daily. However, guests can continue consumption of alcohol in their own guestrooms.

- v. Maintaining at least 1 metre spacing between terminals at the front desk.

Recommended

- w. Propping open entry doors or activating automated doors to minimise contact with door handles.
- x. Offering virtual key cards for enablement on mobile phones of guests.
- y. Implementing cash-free contactless payment methods with soft-copy receipts sent via emails.

Cleaning/disinfection measures

Mandatory

- z. Keeping the front office, lobby and similar areas in a safe and sanitary condition, including implementing National Environment Agency (“NEA”) and SG Clean measures.
- aa. Cleaning and disinfecting commons areas frequently, including high-touch areas such as handrails, door handles, reception counters, and lift buttons.
- bb. Inspecting common areas frequently for cleanliness.
- cc. After cleaning, discarding all used masks/gloves/waste immediately in a tightly sealed bag.
- dd. Providing at all times adequate toilet paper, soap or liquid detergent, litter bins, and clean towels or hand dryers in common area and staff toilets.
- ee. Providing at all times easily accessible disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes for the free use of guests, visitors and staff at common areas, including near high-touch surfaces such as handrails, door handles, reception counters, and lift buttons.
- ff. Sanitising keys and key cards before handing over to guests.

3. IN-ROOM ENVIRONMENT, ROOM CORRIDORS AND SERVICES RENDERED

Reduce physical interaction

Mandatory

- a. All other recreational facilities within the hostel premises shall remain closed until further notice for e.g. TV/Games room. The pantry area can continue to be used by guests, however, each guest should be seated 1m apart from all other guests at all times in the pantry and at common areas such as corridors/ lobbies. There should be no gathering of any sorts within the hostel premises at all times.

Recommended

- b. Disabling all common ice machines and water coolers provided for guests and visitor, if possible. If not, water coolers and ice machines should be cleaned properly and well maintained. Consider retrofitting water coolers such that the spout allows refill but not direct drinking.
- c. For delivery of items to the rooms, e.g. food delivery, hostels are encouraged to get guests to pick up the items outside their room or via autonomous delivery technology. For return or disposal of such items after use, encourage guests to leave the items e.g. dining crockery, utensils; and waste outside the room after the meal or return via autonomous delivery technology.
- d. Implementing opt-in housekeeping services.
- e. Providing bags for laundry and soiled towels and bedding for housekeeping to pick up without entering the guest room. Clean linen can also be left at the door for guests to self-help in changing out the linen.
- f. Adopting and encouraging use of digital solutions such as chatbots for guest interaction to reduce the need for guests to physically approach the front desk or concierge for information or requests.

Cleaning/disinfection measures

Mandatory

- g. Keeping the guest rooms, and corridors and similar common areas in a safe and sanitary condition, including implementing NEA and SG Clean measures.
- h. Washing and treating bed linen at high temperature between changes
- i. Deep cleaning carpets and upholstery between different guests occupying the room.

- j. Sanitising room service equipment before and after each use.
- k. Providing adequate disinfecting agents like hand sanitisers, disinfectant sprays, paper towels and wipes in guest rooms at all times.
- l. Using hospital-grade disinfectants when cleaning the most frequently touched guest room areas and equipment, including light switches, door handles, TV remotes, thermostats, etc.
- m. Reviewing and maintaining Heating, Ventilation and Air-Conditioning controls (HVAC) and air quality to ensure high functioning ventilation and air exchange.

4. STAFF-STAFF INTERACTIONS AND WORKPLACE

Please refer to and ensure adherence to MOM's latest guidelines for SMMs for workplaces at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

5. RESPONSE PLANS FOR SUSPECTED/ CONFIRMED INFECTED CASES

General
<p>Mandatory</p> <ul style="list-style-type: none"> a. Map out response plans to situations such as handling individuals with COVID-19 symptoms, unwell guests (e.g. medical facilities onsite) and confirmed COVID-19 cases. <ul style="list-style-type: none"> i. Measures for unwell individuals with COVID-19 symptoms include: <ul style="list-style-type: none"> • Advise the individual to don a mask and proceed to the nearest polyclinic/ public health preparedness clinic (PHPC) for medical assessment. • If the individual takes a taxi/ private hire car to the clinic, advise them to keep their mask on and ask the driver to wind down the windows. • Individuals who fit MOH criteria for COVID-19 testing will be swabbed and issued with a MC to rest and recover. They should not return to the hostel but should return home for self-isolation while awaiting their swab results.



Passion
Made
Possible



ii. Measures for confirmed COVID-19 cases include:

- Isolate confirmed cases from all other guests and staff in an individual room with en-suite toilet or dedicated toilet only for their use. Inform STB at STB_Hotels@stb.gov.sg as soon as a hostel is made aware of a confirmed case.
 - Seal off areas where confirmed case has visited to prevent unsuspecting persons from being exposed to the virus.
 - Once the confirmed case has been extracted, engage a deep cleaning vendor (refer to NEA's list of vendors), and not enter the room. If staff needs to enter the room, staff must wear N95 mask, disposable gloves, disposable gown and eye protection or face shield.
 - Verify level of risk exposure of staff to confirmed cases. Risk is present if (1) there was sustained interaction more than 30 minutes, and (2) Interaction was less than 2 metres between the staff and the infected person.
 - Implement follow-up steps e.g., reassure affected staff, obtain staff's personal info (full name, NRIC/FIN), inform affected staff to immediately self-quarantine, convey details of affected staff to MOH's contact tracers, wait for MOH to follow up with issuing a QO (QO will be served by Certis).
- b. Ensuring staff are familiar with the procedures and appropriately equipped with PPE to wear to handle unwell and/ or uncooperative guests and require the staff to wear PPE.

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