



DEATH IN A HOTEL BEDROOM

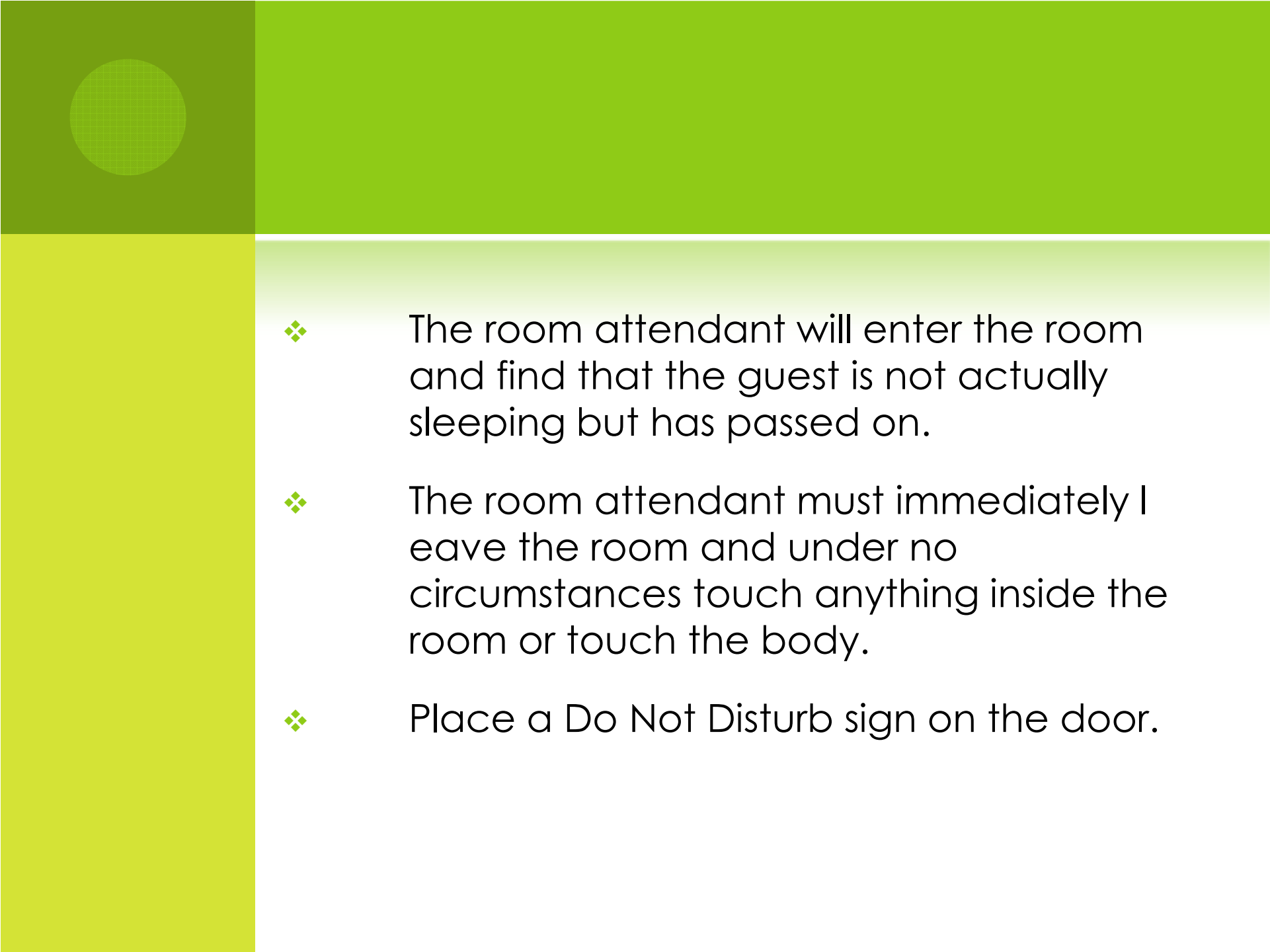


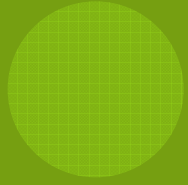
DEATH IN A HOTEL BEDROOM

- ❖ H.A.S.A. support the correct methodology of trauma scene clean up, it must be noted that these notes are suggestions.
- ❖ At least once during your hotel career you will have the unfortunate task of having to deal with a death in a hotel bedroom.
- ❖ Using the steps below will assist you to deal with the incident and to ensure that you follow what is required in terms of the law and the policies of your hotel.




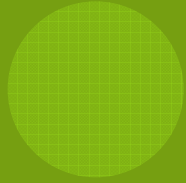
- ❖ It is usually the housekeeping team that find the guest that has passed away.
- ❖ One never knows how to react in such a situation therefore it is important that you train your staff on how to deal with the situation and what steps to follow.

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- ❖ The room attendant will enter the room and find that the guest is not actually sleeping but has passed on.
 - ❖ The room attendant must immediately leave the room and under no circumstances touch anything inside the room or touch the body.
 - ❖ Place a Do Not Disturb sign on the door.

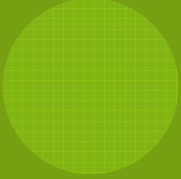


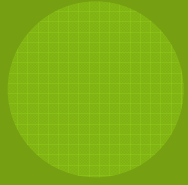
- ❖ He or she must notify their immediate manager.
- ❖ The manager must notify immediately the following persons:
 - ❖ General Manager
 - ❖ Manager of the department
 - ❖ Security department

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- ❖ The housekeeping / security department must post a member of staff outside the bedroom and not allow any person to enter until the General Manager or Manager on Duty are present.
 - ❖ Front Office must immediately place the room on out of order. The guest registration card together with all dockets must be handed to the general manager. This is important in order for the general manager to have contact details of the guest.

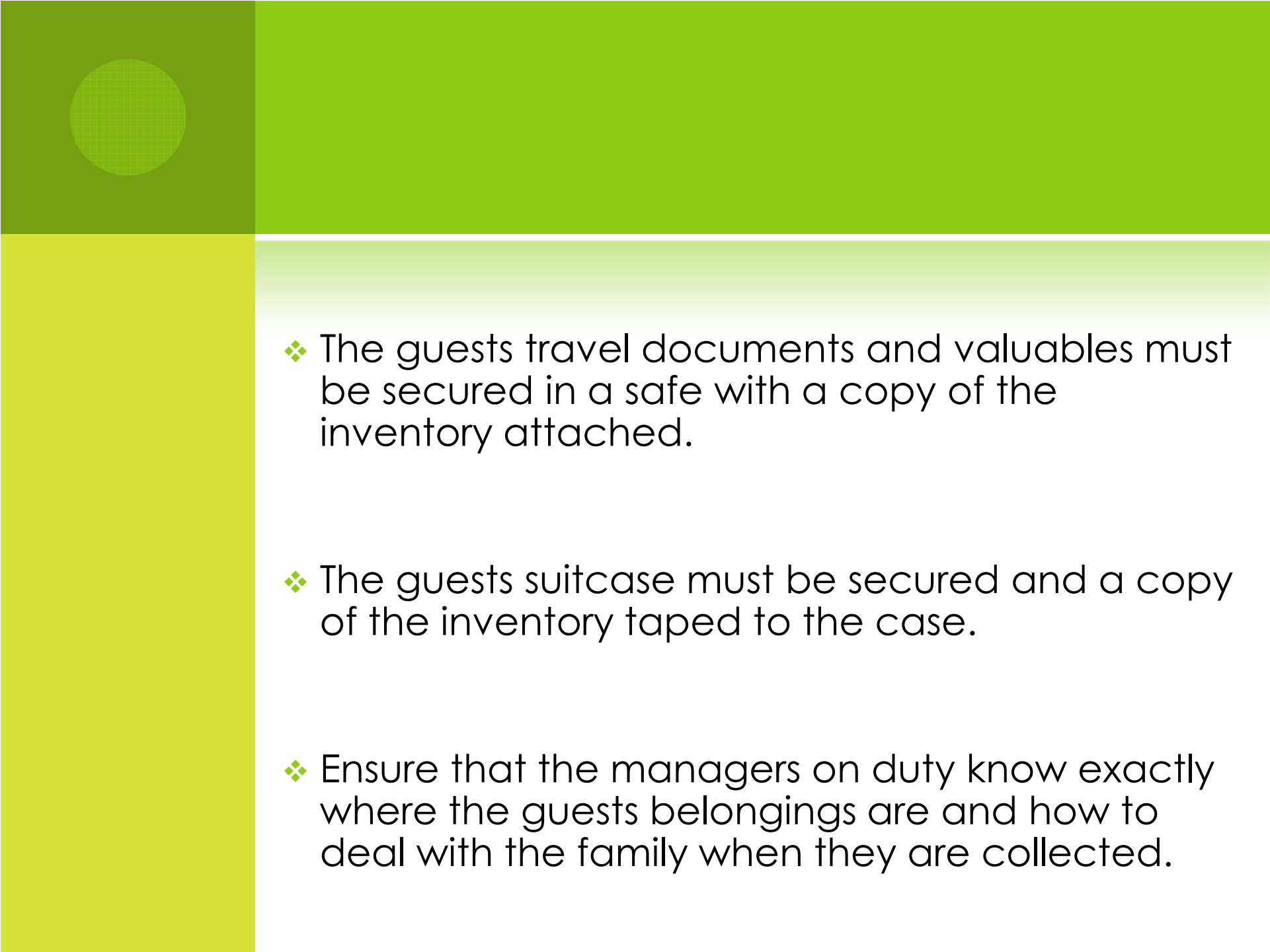


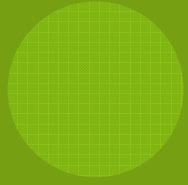
- ❖ General Manager or Manager on Duty
- ❖ Notify the police
- ❖ Notify Netcare
- ❖ Do not touch anything in the room.
- ❖ When the police arrive security together with SAPS must do an inventory of the guest belongings.
- ❖ Do not move the body or remove anything from the room

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- ❖ Once the police have arrived and the guest has been pronounced dead by either a doctor or paramedic, the body will be removed by the government mortuary.
 - ❖ When the government officials arrive to remove the body ensure that you know exactly which mortuary the body is being taken to, make a note of this as you will need this information to advise the guests family.
 - ❖ Under no circumstances may the body be removed until the police have given their go ahead.

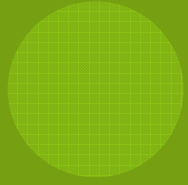


- ❖ Sometimes it will fall on the shoulders of the General Manager to notify the guest family.
- ❖ This is not a pleasant task – ensure that you have all the information pertinent to give the family.
- ❖ The general manager, on authority of the police and only once the body has been removed, must ensure that an inventory (written) is taken of the guests belongings. It is wise to have two people present.

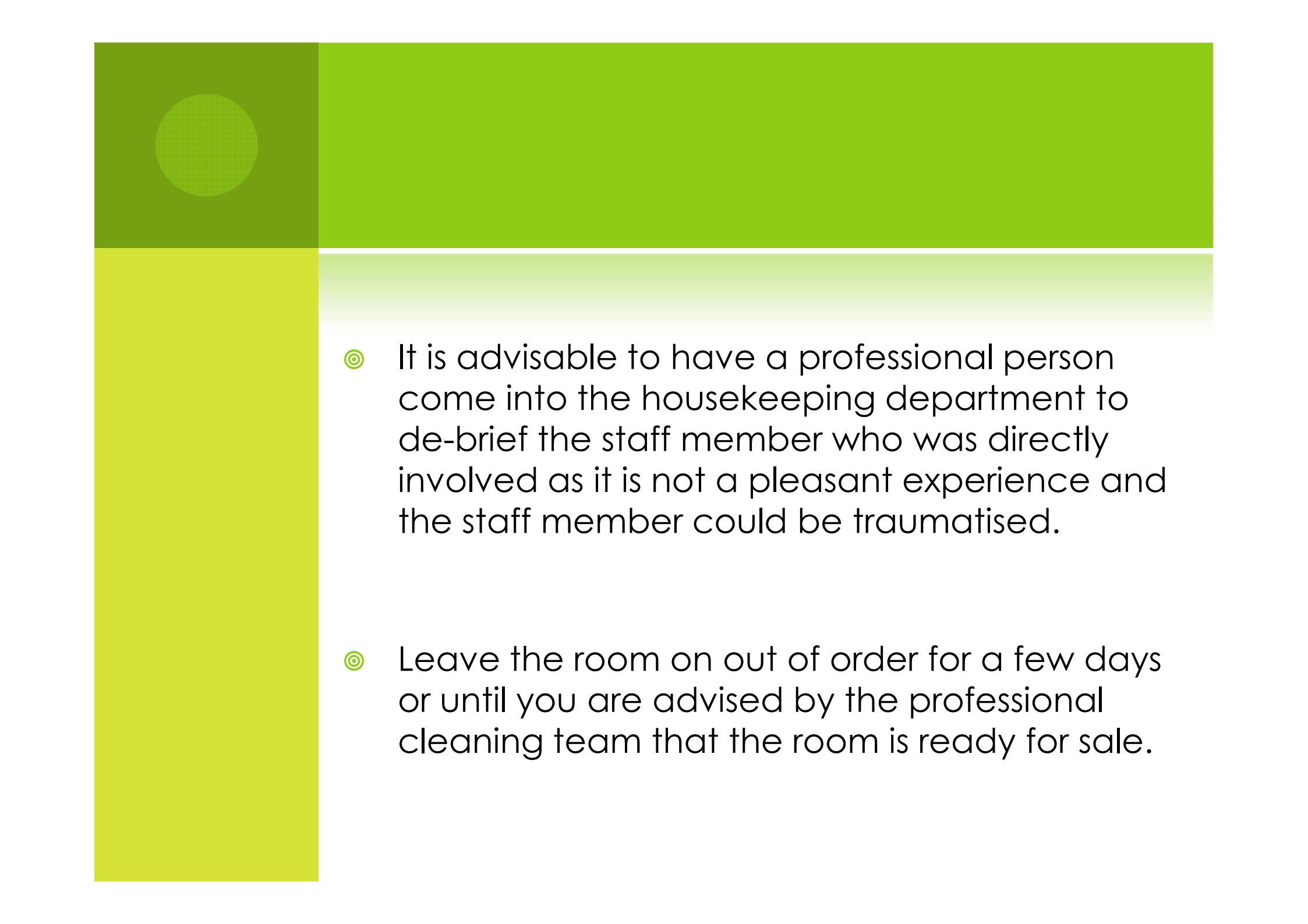
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- ❖ The guests travel documents and valuables must be secured in a safe with a copy of the inventory attached.
 - ❖ The guests suitcase must be secured and a copy of the inventory taped to the case.
 - ❖ Ensure that the managers on duty know exactly where the guests belongings are and how to deal with the family when they are collected.



- ❖ The room attendant should not deal with the cleaning of the bedroom following the death of a guest in the room.
- ❖ One does not know the cause of death and the biohazards related to the death.
- ❖ It is strongly advised that a professional team is called in to clean and de-contaminate the room.



- ③ The general manager or duty manager is to settle the guest account either by checked the account to ledger or by credit card.
- ③ Should the guest have paid by cash and there is a credit due to the guest, the refund is to be placed in an envelope together with a copy of the account and handed to the general manager to keep with the guest belongings.

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- ◎ It is advisable to have a professional person come into the housekeeping department to de-brief the staff member who was directly involved as it is not a pleasant experience and the staff member could be traumatised.
 - ◎ Leave the room on out of order for a few days or until you are advised by the professional cleaning team that the room is ready for sale.

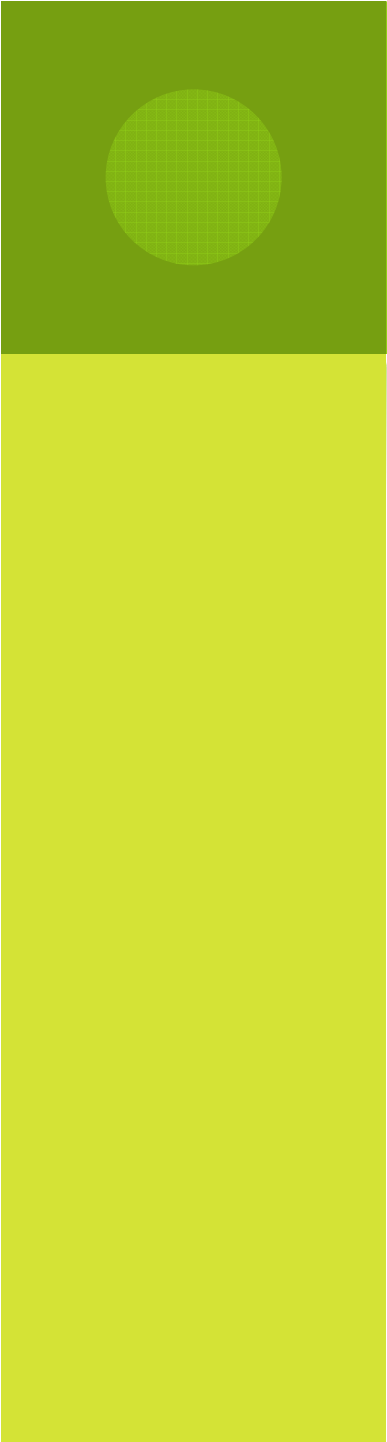


**WHY A PROFESSIONAL CLEAN
UP TEAM?**



WHY A PROFESSIONAL CLEAN UP TEAM?

- ❖ Hotel staff are not trained to deal with a trauma clean up.
- ❖ They are not blood borne pathogen – trained
- ❖ Staff do not have the correct protective gear.
- ❖ Hotels are not licenced to dispose of dangerous waste.



WHAT COULD YOU CATCH IF YOU CLEANED THE ROOM YOURSELF?

We are not equipped with the correct protective gear and the psyche to deal with the room following a death.

We do know why the guest died and cleaning the room can put you at risk – common blood borne diseases:

- ❖ Hepatitis B Virus – HBV
- ❖ HIV
- ❖ Herpes
- ❖ E.coli



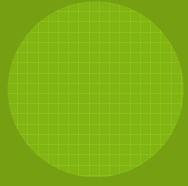
WHAT ARE BLOOD BORNE PATHOGENS

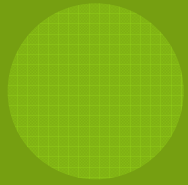
- ❖ Blood borne Pathogens refers to micro organisms present in blood which can cause disease.
- ❖ HBV and HIV can be found in blood, spinal fluid, synovial fluid, vaginal secretions, semen, pericardial fluid, breast milk, peritoneal fluid, amniotic fluid and pleural fluid.

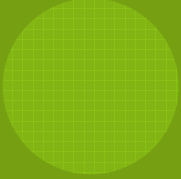



IS IT REALLY CLEAN?

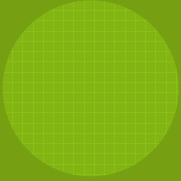
- ❖ The thing about crime-scene clean-up is that the scene has to be truly clean, not just apparently clean.
- ❖ Infection that can result from blood borne pathogens, any bodily fluids that remain in floors, carpets, baseboards or walls can lead to mould, bacteria and fungus, which can cause sickness months or years later.





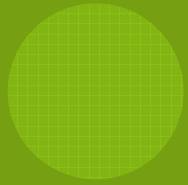
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- ⦿ Cleaners use a hospital grade disinfectant to wipe or scrub every drop of blood off of all surfaces, including counters, ceilings, walls, light glass artwork and appliances. The water used to clean may not be disposed of in the bathroom drains but has to be removed off side and taken to a waste management facility.
 - ⦿ Cleaners rip out and discard any blood-soaked carpeting and remove any blood-soaked upholstery, window treatments or rugs.
 - ⦿ Regardless of the type of scene, the final step in any clean-up is disposing of the materials.

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- ⊙ You can not put hazardous or bio hazardous waste in regular dustbin.
 - ⊙ Crime-scene cleaners need a special permit to transport it.
 - ⊙ A waste management company is used to dispose of the materials.



WHAT CAN YOU EXPECT FROM A SPECIALISED TRAUMA SCENE CLEAN UP TEAM?

- ❖ Staff will wear the correct protective clothing
- ❖ Staff will wear gloves, mask, shoe coverings, a bio hazard suit and apron.
- ❖ Chemicals used a hospital grade disinfectant example: Wetrok Sinto-H-Opital
- ❖ Linen will be placed in a special bio hazard bag for either washing or disposal
- ❖ They are trained correctly how to clean a room, air con vents, skirting, furniture, windows etc
- ❖ Licence to removed hazardous material
- ❖ Certificate issued that hazardous material disposed of correctly.







SUPPLIERS TO INDUSTRY

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SUPPLIERS TO INDUSTRY

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