

A close-up photograph of various fresh fruits, including raspberries, strawberries, blueberries, and raspberries, filling the entire page. The fruits are vibrant and detailed, with some showing water droplets.

Don't give norovirus a chance

A guide to prevention and measures during acute
norovirus outbreaks

Don't give norovirus a chance

This emergency handbook helps initiate action quickly.

This is because rapid action is the only way. So that norovirus doesn't have the chance to spread further.

Winter and holiday guests – a combination that bring noroviruses with it. They are especially prevalent during the cold time of year – with typical symptoms: colic-like abdominal pain, convulsive diarrhoea, explosive vomiting. Even the smallest amounts of virus particles can lead to infection – which

makes the situation particularly challenging. Because pathogens occur again and again in stools and in vomit. Without appropriate countermeasures, norovirus can often be rampant on all sides across the entire facility in as little as two days. What do these countermeasures entail?

Special disinfectants – for hands, laundry, dishes and surfaces.

Certainly you'll already be well covered for disinfectants against corona. The critical point here is that corona is sensitive to disinfectants because it is an enveloped virus. This is quite the opposite with non-enveloped noroviruses. The only thing that will work in this situation are special disinfectants that have been carefully evaluated and labelled as either "limited virucidal effect PLUS" or "virucidal". In the case of coronavirus, products that offer "limited viricidal effects" are effective.

How to recognise an outbreak?

- Here are the possible symptoms: At least three watery bowel movements – or
- vomiting at least three times – each within 24 hours – or
- vomiting diarrhoea with fever, abdominal pain, abdominal cramps and nausea

Acute outbreak of infection

What are the correct procedures with guests?

Is there a guest suffering from these symptoms? The instructions for that guest are: Stay in your room.

Who else is staying there – in that specific room? It is critical to check this information. This is because shared facilities increase the risk of infection. Has anyone else in their party contracted norovirus? The situation can only be clarified after 24 hours. This is because that is how long the incubation period lasts – in other words, the time until an outbreak occurs. But what happens with other members of their party where there is uncertainty? For other members of their party, two areas are forbidden: public toilets and wellness facilities.

In addition, they must regularly disinfect their hands as necessary: after they have visited the toilet – and before they enter the restaurant area. What happens when a guest feels like they have recovered? Attention: The risk of infecting others is still very much present in this case. It exists for a further 48 hours (after the symptoms have subsided). That is why the following applies for this period: no public toilets, no wellness facilities – and strict hand disinfection requirements after visiting the toilet and before visiting the restaurant.



Acute outbreak of infection

What are the correct procedures for employees?

Produce a log book: Who has been infected? When were the symptoms first noticed?

Sick persons must not attend the workplace under any circumstances. Including when symptoms have only just disappeared. It is essential that they stay at home. Specifically, for at least three days and three nights. This is exactly why it is advisable to maintain a log book. To reliably avoid further infections.

Acute outbreak of infection

How do we sanitise hands hygienically?

Viruses are not visible to the naked eye. This is why the key thing to remember is: disinfect your hands. And this applies to everyone, not least to employees in the housekeeping and laundry areas. What products are suitable for use here? A hand disinfectant that is effective against noroviruses within a very short exposure time: such as septDES GEL or septLIQUID PLUS.

Do you already have any Hagleitner disinfectant dispensers in the building? Yes? In this case the best thing is to use the septLIQUID PLUS solution in them right away.

This is because septLIQUID PLUS works against noroviruses in 15 seconds.

Do you not yet have any disinfectant dispensers from Hagleitner in the building? No? In this case it is best to set up transportable units with stands – and to use them with the septDES GEL hand disinfectant. This is because septDES GEL is easy to apply – even by guests who are not used to using it. Simply distribute the product across your hands: after 15 seconds, the norovirus has no chance.

A note regarding septDES GEL: it is also available in small, individual bottles. You can offer these for sale to your guests – for example, at reception. You will also receive a sales display from Hagleitner at the same time. In addition, your employees can also carry the small bottles around with them to protect themselves – and others.

But where and when is it advisable to disinfect your hands? First of all, in public and employee toilets – this applies to everyone, but especially to kitchen and service employees. Secondly, immediately after wearing disposable gloves. And in particular:

- following contact with sick people
- after leaving the room in question
- after housekeeping and laundry sorting

What are the ideal positions for the dispensers? Right at the front of the restaurant area. And directly in front of the room when someone is sick.



Acute outbreak of infection

How to properly handle the laundry?

How should laundry from infected persons be handled? This laundry should be placed in its own laundry bag or plastic bag. Then, it should be securely sealed and labelled before being put through the laundry system. This is because the persons working there must see this information at a glance: these textiles are highly infectious and need to be professionally disinfected.

What happens with cleaning cloths, mop covers, blankets, cushions – and even the mattress cover? Wash all these textiles using disinfectant, the norovirus can survive here for weeks. Otherwise, there is a risk of infection – for example, for guests arriving later on.

What exactly are the considerations for washing? First of all, the machine must be filled carefully. Treat the fill opening immediately afterwards with hygienicDES FORTE, an alcohol-based rapid disinfection agent. Has the infected laundry been in a laundry basket? Has it touched other surfaces? In this case, too, dampen down everything thoroughly using an alcohol-based, rapid disinfection agent, and leave it on damp to take effect for at least one minute.

The ideal product for this: hup DES FORTE WIPES. These are pre-soaked disinfectant wipes – they can be used extremely efficiently and then disposed of in residual waste, including the noroviruses.

What is the correct washing temperature? The norovirus can withstand 60 °C – unless you use a disinfectant washing agent. After all, not every type of fabric can be boil-washed. Dosing by

hand? havon DES 40 eliminates the pathogen even at 40 °C, and havon DES 60 at 60 °C. Dosing automatically?

With havon PROFESSIONAL, select the disinfection programme – with the washing agent component, havon T7.

But how exactly do you dose by hand?

- havon DES 40: 35 ml of powder per kilogram (dry) laundry
- havon DES 60: 38 ml of powder per kilogram (dry) laundry

Acute outbreak of infection

How should dishes be correctly handled?

It doesn't matter where the noroviruses originate from. Whether from guests or from frozen berries. Either way, the dishes will come into contact with the noroviruses. It is important to wash and disinfect the dishes. The brief contact time is not adequate to achieve the temperature for the dishes that would be needed to disinfect using thermal disinfection measures. In addition, it is better to avoid washing at high temperatures unnecessarily, because when it comes to saving energy, every degree counts. On this basis, there is the option to ensure safety here using the chlorine-free disinfectant product, ecosol ECO DES for dishwasher machines from a washing temperature of just 45 °C. What if you dose by hand rather than using an automatic dosing system? The same applies to our disinfectant dishwashing tab, ecosol DES TABS.



Acute outbreak of infection

How to treat surfaces correctly?

Where in the space does everything need to be disinfected?
Anywhere where noroviruses are suspected. This applies in particular to:

- hand contact surfaces – such as door handles, handrails, control elements (remote control, light switch, lift buttons): How often? Multiple times a day.
- Sanitary and bathroom areas of ill persons (toilet seat frame, lid, toilet paper holder, toilet brush handle, fittings, tiles): How often? At least twice a day (wipe-down disinfection).
- Surfaces near the patient – such as bedside tables or bed frames, objects near the patient – such as bedside lamps; and in addition: floors, sinks, taps. How often? At least once a day (wipe-down disinfection).

What is to be used where? And how?

On floors, work surfaces and for sanitary facilities: hygienicDES CAPS.
– Dissolve 1 CAP per litre of tapwater in the Hagleitner refillBOTTLE and after 15 minutes, saturate 10 safetyWIPES in safetyBOX SMALL with disinfectant solution. For large

surfaces, add 5 hygienicDES CAPS in safetyBOX to 5 litres of water, stir and after 15 minutes, saturate 15 safetyMOPs in it. Application time? 5 minutes in each case. Wipe down disinfected surfaces with tap water. For alcohol-resistant hand contact surfaces: hygienicDES FORTE or hup DES FORTE WIPES
Application time? 1 minute in each case. Wipe down? Not necessary.

Final disinfection

Finally, there are no more new infections occurring. What needs to be done now is to disinfect all relevant areas thoroughly and comprehensively once again.

Which areas are these exactly? All rooms and areas where pathogens have been or could have been; all surfaces, all fixtures and furnishings, all textiles.

And when is the ideal time for this? 72 hours, after the last patient has recovered. How is this time period calculated? It is based on 48 hours without symptoms and 24 hours to rule out any potential new outbreak.



Check list

What I should always have on hand to tackle norovirus.

- XIBU DISINFECT GEL hybrid – Dispenser for hand disinfectant gel
- XIBU TABLE hybrid new – Table base for hand disinfection
- SET XIBU FLOOR new – Floor base for hand disinfection if XIBU disinfect hybrid is already on site or
- septLIQUID PLUS (6 x 700 ml) – Hand disinfection or
- septDES GEL (6 x 700 ml) – Disinfectant gel
- septDISPLAY OTC (30 x 50 ml) – Hand disinfectant gel on the sales display
- havon DES 40 (12 kg) – Special washing powder for 40 °C disinfection
- havon DES 60 (15 kg) – Special washing powder for 60 °C disinfection
- ecosol DES TABS (2 x 70 units) – Disinfectant dishwashing tab
- hygienicDES CAPS, incl. LABEL (80 x 5 g) – Disinfectant caps with labels
- hup DES FORTE – Ready-to-use, alcoholic surface disinfection wipes
- hygienicDES FORTE – Alcoholic surface and rapid disinfection
- BRILLANT – Protective gloves
- Norovirus Disinfection Plan – Overview plan and instructions for disinfection measures
- Norovirus Control Plan – Control plan regarding disinfection measures implemented

HAGLEITNER HYGIENE

wishes you a norovirus-free season.

Do you have any hygienicDES CAPS lying untouched in your storage room after the season? hygienicDES CAPS are also ideal for daily routine cleaning and disinfection –

especially in the wellness area: for effective removal of stubborn layers of mould or musty smells in the steam bath.

But also for the effective removal of mould spores in kitchen or bathroom areas.



[Download disinfection plan](#)

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