

- ▽ To guests staying in private lodging
- ▽ To hosts of private lodging (including landlords, businesses, managers, staff and cleaning companies)

Private Lodging

To beat infectious disease
Let's Prepare!

Everyone

- ▼ In recent years, viral infections causing respiratory disease such as the new coronavirus and new influenza have spread in Japan.
- ▼ This pamphlet describes how to protect yourself and the people in the private lodging, and the 4 step procedure from prevention to medical consultation, focusing on droplet infection and contact infection.

4 Steps

- STEP-1 Habits to Prevent
- STEP-2 Infection Health Check
- STEP-3 Sanitary Environment
- STEP-4 Medical Consultation

For the Guest

Avoid catching infection.
Avoid spreading infection.

Infection is not something which is far away and somewhere else. Infection is always around us and close to us. To prevent catching and spreading infection, you must think about what to do if you notice suspicious symptoms.

For the Host

Strictly prepare infectious disease countermeasures at your lodging.
Avoid infection yourself.

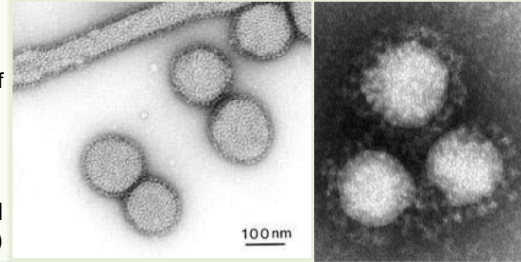
Know

- ▼ There are many things that we still do not know yet about infectious diseases, and there are infectious diseases for which vaccines and other treatments have not yet been developed.
- ▼ The basis of “prevention” is keeping up with the information that is updated daily, always knowing the correct thing to do, and keeping away from the virus as much as possible.

Infectious disease throughout the year

Electron microscope image

(Left) Influenza virus
(Right) New coronavirus
Source: NIID (National Institute of Infectious Diseases)



Main viral infection epidemic season in Japan

Created with data from the NIID (National Institute of Infectious Diseases)

	1	2	3	4	5	6	7	8	9	10	11	12
Influenza	Red	Red	Yellow	Yellow							Yellow	Yellow
Norovirus infection	Red	Red	Yellow							Yellow	Yellow	Red
Herpangina					Yellow	Red	Red	Yellow				
Hand-foot-and-mouth disease					Yellow	Red	Red	Yellow				
Rotavirus infection		Red	Red	Yellow	Yellow							
Pharyngoconjunctival fever (PCF)						Yellow	Red	Red	Yellow			

Main transmission routes

- ⇐ Droplet infection
- ⇐ Oral infection
- ⇐ Fecal-oral, contact, droplet infection
- ⇐ Contact, droplet infection
- ⇐ Fecal-oral, airborne infection
- ⇐ Droplet, contact infection

Also, some infectious diseases have various transmission routes.

This pamphlet focuses on the prevention of droplet infection and contact infection, with influenza and the new coronavirus in mind.

For example,

What are the symptoms of the new coronavirus?

The main characteristic is pneumonia accompanied by fever of 37.5° or higher and cough. The main symptoms of patients in Wuhan were fever, cough and muscle ache. Symptoms are mild for a while after the onset, but many cases worsened and required hospitalization about one week later. The current view is that the incubation period is as long as 14 days. Some individuals have no symptoms, and they can unknowingly spread the infection by coming in contact with many people. According to the Japan Society for Infection Prevention and Control, a long-lasting fever and fatigue are noticeable. The fever lasts about one week. Other symptoms are cough, muscle ache, and difficulty breathing. This may be accompanied by headache, sputum and diarrhea. People with a pre-existing condition such as diabetes or high blood pressure, or those who take immunity-suppressing drugs, and pregnant women, are at risk of more severe disease conditions. Although there have been deaths in Japan, it is considered that many of the cases are mild.

The virus enters the body through the nose and mouth by inhaling airborne droplets and droplet nuclei which contain the virus from coughing or sneezing, and by attaching to mucous membranes such as the eyes.

Airborne droplets are believed to travel 2m. It is also believed that the virus remains infectious for a certain period of time after being released into the environment. Stagnant air and dust can cause infection even after the infection source goes away.

◀ Droplet infection

How do you get infected?

Contact infection ▶

Infection is transmitted indirectly through the mucous membranes of the mouth, nose, and eyes from hands and fingers that touch doorknobs, switches, and handrails that have virus-containing droplets and fingerprints. People unconsciously touch their hands to their face.

STEP-1: Infection Prevention Habits

1

- 1 Hand washing
- 2 Finger disinfection
- 3 Gargling
- 4 Cough etiquette
- 5 Ventilation

Do not forget normal infection prevention measures

Hand washing

Wash hands frequently with soap solution to wash off virus

Finger disinfection

After hand washing, also disinfect fingers to kill the virus with alcohol disinfection

Gargling

Make it a habit to gargle every day to wash virus from your throat

Cough etiquette

Wear a mask to prevent spreading droplet infection to others by coughing and sneezing

Ventilation

Always change the air and open the windows to clean the air; 24 hour ventilation is also effective

STEP-2: Health Check

2

- 6 Temperature check
- 7 Check sheet

Know your health condition and let other people know

Temperature check

Get medical treatment if the body temperature reaches fever temperature of 38°C

Check Sheet

Always be aware of your physical condition and correctly communicate your physical condition

STEP-3: Sanitary Environment

3

- 8 Maintain cleanliness

Know how to clean when an infectious disease occurs and use this in daily management

Maintain cleanliness

Keep your room clean at all times

STEP-4: Medical Consultation

4

- 9 Getting medical treatment

Where and how to get consultation when needed

STEP-1 Infection Prevention Habits

① Hand washing

After returning from the outside, always wash your hands with soap after touching anything. In addition to that, wash your hands as often as possible. Use soap to wash the fingernails which are the most dirty part, as well the thumbs and wrists which are often overlooked.

It is safer for everyone to use separate towels, even among the same family. Children should wash their face as well as the hands.

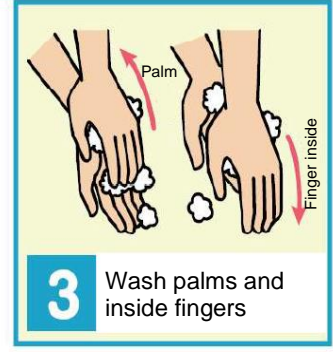
Many pathogens are often spread by contact infection by the hands, so hand disinfection is the basis of prevention. After washing the hands, sterilize any bacteria and virus on the hands with alcohol or disinfectant. Put soap, hand soap, alcohol disinfectant and clean hand towels by the washbasin. Put wet tissue beside the pillow.



1 Wash your hands in running water



2 Apply cleaning gel
Use enough cleaning gel to wash both hands



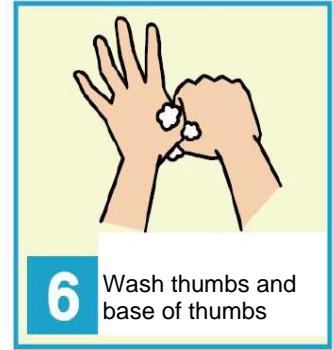
3 Wash palms and inside fingers



4 Wash back of hands and back of fingers



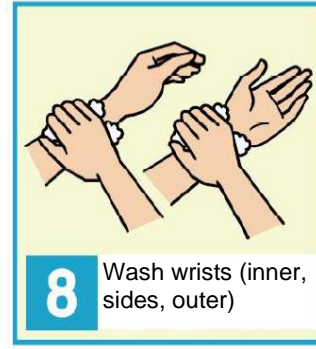
5 Wash base of fingers and between fingers



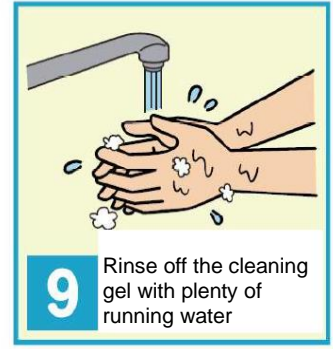
6 Wash thumbs and base of thumbs



7 Wash fingertips



8 Wash wrists (inner, sides, outer)



9 Rinse off the cleaning gel with plenty of running water



10 Dry the hands



11 Disinfect with alcohol

Washing twice is effective!

Repeat steps 2-9 to wash off bacteria and virus by washing twice.

② Finger disinfection



1 Take enough disinfectant in your palm.



2 Rub it into the fingertips of both hands. <First>



3 Next, rub it into your palm.



4 Rub it into the back of your hand



5 Rub it between your fingers.



6 Rub it into your thumbs.



7 Rub it into your wrists. Rub well until dry.

Finished when both hands are dry



Alcohol Disinfectant

③ Cough etiquette

This is a measure to prevent the spread of infection by preventing transmission of pathogenic bacteria and virus to others by coughing or sneezing.

- Wear a mask.
- Keep a distance of 2 m or more from other people if possible.
- Avoid crowds.

(If no mask)

- Cover your mouth and nose with a tissue when coughing or sneezing.
- Turn away from people around you and stay at least 1 meter away.
- Immediately discard tissues containing nasal discharge and sputum in the trash.
- Immediately wash your hands with soap and running water.

1. Wear a mask
Cover from the nose to the chin with no gaps.

2. Cover your mouth and nose with a tissue or handkerchief
Discard the tissue that covered your mouth and nose in the trash immediately.

3. Cover your mouth with the inside of your shirt sleeve



Wear a mask



If no mask



Masks are effective to some extent in protecting against droplet infection.
Masks are also effective at keeping your nose and throat from drying out, and keeping you from touching your face with your hands.



About masks

A commercially available surgical mask is sufficient.



<How to put on a mask>
Fold the nose bar at the center crease.
Put the elastic loops around your ears.
Fit the nose bar over the bridge of your nose.
Open the mask to cover your nose and mouth.

<How to remove the mask>
Take off the elastic loops.
Discard the mask and do hand disinfection.



How to discard used masks and tissues

Put a plastic bag in the trash can.
Use a trash can which allows the bag to be discarded without touching the trash can.

④ Gargling

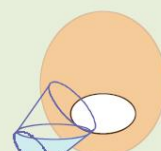
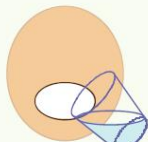
Gargling is effective in preventing respiratory infections.
Whenever you return from the outside, practice this consciously.

Please prepare a separate cup for each person.
Mouthwash is more effective than water.

- The stimulation of gargling promotes blood circulation and secretion of mucus, it washes out virus, bacteria, and dust in the throat, moisturizes the throat, and helps the mucous membrane function.
- Some visitors are unfamiliar with this, and having them learn how is also part of hospitality.

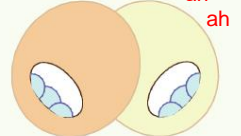
Let food residue float in your mouth. Exhale through the nose.

The basics of gargling are "swish in mouth" and "throat gargle".



Make an "ah" sound.

One time about 15 seconds ah ah



1. Pour water into a glass.

2. Take about half the water in your mouth.

3. Swish the water around your mouth.

4. Take more water into your mouth.

5. Tilt your head up and say "ah".

6. Gargle 2-3 times.

⑤ Ventilation

▽ Reference: The normal influenza virus can survive in the environment for about 2–8 hours.

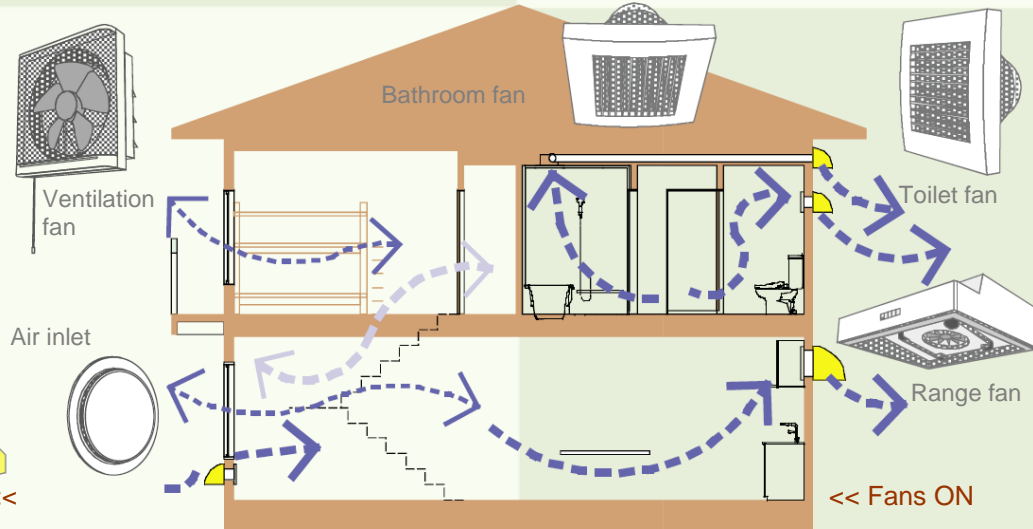
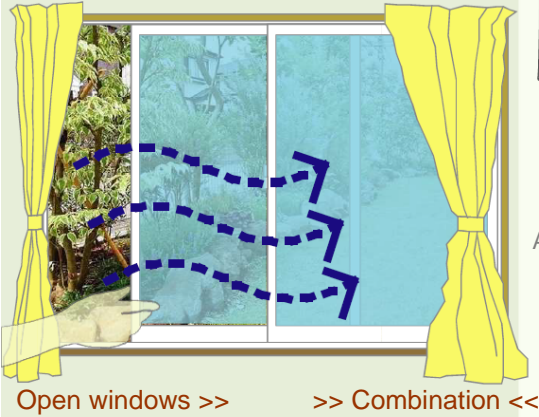
- According to a survey of the actual status of virus infection, virus that has adhered in the surrounding environment by droplet infection or contact infection can survive for several hours.
- Ventilation lowers the risk of taking in virus from the surrounding environment.

Basically, open the windows and turn on the ventilation fans.

Use a combination of air inlet through windows and air exhaust from ventilation fans so that air flows through the room.

Leave the ventilation fans in the bathroom and shower on for 24 hours. (24 hour ventilation)
Only exhausting air to the outside will reduce the effect.
Do not forget the “air supply” taking in outside air by opening windows and air inlets.

Keep the air in your room fresh by opening windows and doors every 2–3 hours during the day.



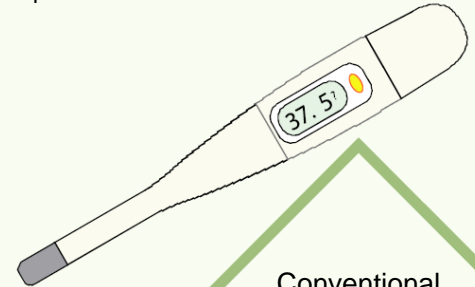
⑥ Temperature check

You can know the condition of your body from the body temperature.
Consult a doctor if you have a fever of 38°C or higher, which is the level indicating infection.

The host should have a thermometer on hand so that everyone can measure their own temperature and check their own condition.

STEP-2 Health Check

When a guest feels unwell or like he or she has been infected, or when other people or the host notices symptoms in the guest, first the guest must realize their own condition. After that, proceed to STEP-4: Medical Consultation.



Conventional thermometer

Whenever you use a thermometer, wipe it with alcohol to disinfect it.

⑦ Check sheet

The check sheet is a tool for understanding your own physical condition.
It is also helpful in examinations at a medical facility go more smoothly.

[Japan National Tourism Organization (JNTO)]
“Guide for when you are feeling ill”
> “Useful Tools Download Page”
<https://www.jnto.go.jp/emergency/jpn/support.html>

> Guidebook download: Japanese, English, Chinese (traditional), Chinese (simplified), Korean, Thai
The guidebook contains information about medical care and a sheet explaining symptoms and medical conditions.

[Bureau of Social Welfare and Public Health, Tokyo Metropolitan Government]
“For Visitors to Tokyo — Your symptoms may have been caused by infectious diseases!”
<https://www.fukushihoken.metro.tokyo.lg.jp/iryo/kansen/tagengoguide.html>
(English, Chinese (simplified), Chinese (traditional), Korean, Thai, Spanish, Japanese)
This guidebook contains a sheet with an explanation of symptoms and medical conditions.



STEP-3 Sanitary Environment

Virus can adhere to handrails, doorknobs, and switches, etc., which are often touched by hands. It is also important to disinfect places where splashing can occur, such as toilets and washbasins. Fecal-oral infection can spread to the mouth from infected feces in the toilet. Always keep used towels and dish towels clean. Ventilate promptly and change the air.

Disinfect places where hands come into contact, such as tables, doorknobs, and toilets, at least once a day with rubbing alcohol. If there is visible dirt from bodily fluids or excrement, wipe it with disposable kitchen paper soaked in a disinfecting solution (diluted sodium hypochlorite (bleach)). If bleach is used, the metal may rust, so wipe with water after wiping with disinfectant.

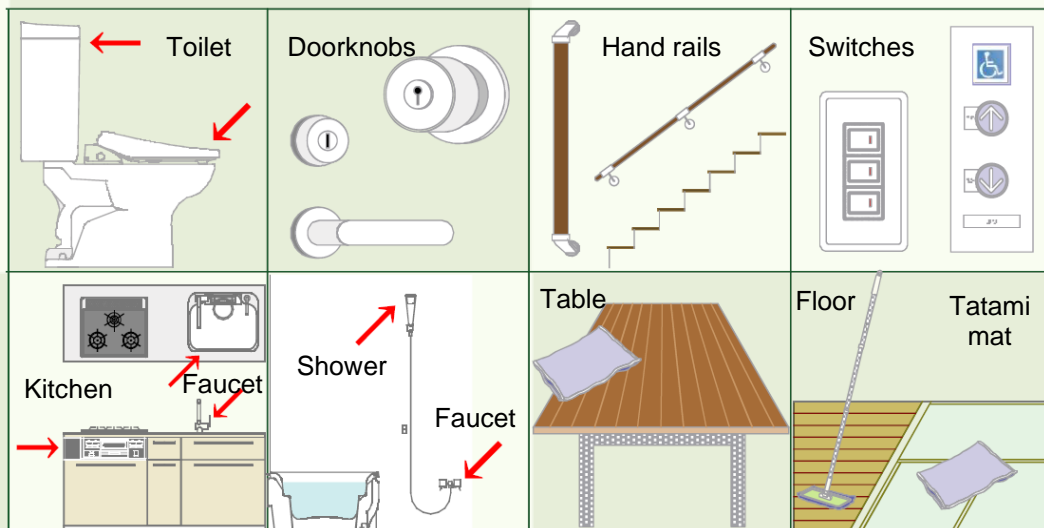
⑧ Maintain cleanliness

To the guest:

In a guest house, guests may stay for a long time and cook for themselves. During that time, guests will be responsible for cleaning their rooms and handling food and equipment. Maintaining cleanliness requires the cooperation of the guests.

To the host:

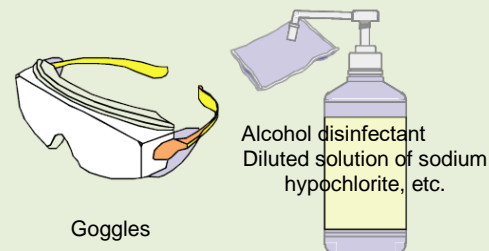
Prepare equipment and set up cleaning so that guests can maintain cleanliness themselves.



Generally as an effective method of influenza virus disinfection, it is recommended to clean or soak with hot water or these chemicals.

- 10 minutes with hot water at 80°C
- 0.05–0.5% sodium hypochlorite solution
- Ethanol for disinfection
- 70% isopropanol

Be sure to wear disposable gloves and a mask when using cleaning solution to remove dust and dirt. To avoid contact with the mucous membranes of the eyes, as much as possible, wear goggles when coming into contact with a possibly contagious person or touching their belongings.



When the guest returns to the private lodging for follow-up observation rather than hospitalization

Prepare a private room so as not to spread the infection. Avoid face-to-face and physical contact as much as possible.

Food

PRECAUTIONS

Avoid sharing tableware when eating with potentially infected individuals. Serve food individually; do not let people take food from the same platter. After use, tableware can be used by others after immersing it in a disinfecting solution for 5 minutes or more and then doing normal cleaning.

Avoid sharing clothing and bedding. If there is a possibility that body fluids such as diarrhea and vomit may be present on clothes, futons, or pillowcases, disinfect them with boiling water at 80°C for at least 10 minutes then wash them normally. Diluted sodium hypochlorite solution (0.02%) is also effective. (Be careful of discoloration.) Wash each person's clothing separately from other people's clothing.

House

PRECAUTIONS

Clothing

PRECAUTIONS

▲ If the virus is released into the environment, it can remain infectious for a certain period of time, allowing the possibility of contact infection and airborne infection.
▲ Especially during an epidemic, it is important to disinfect and sanitize equipment, sanitary items, and the indoor environment

STEP-4 Medical Consultation

To Guests:

Foreign guests visiting Japan:
Call the Japan National Tourism Organization (JNTO) or contact their website to get a referral to a medical facility in the area, and then get a medical consultation.

Japanese guests:

Contact the Ministry of Health, Labour and Welfare and the local counseling service to refer you to a medical facility which covers your travel destinations.

(If you need other languages, please consult the embassy or consulate for your country.)

To the Host:

Always get information about the local government and surrounding areas, and identify medical facilities which can handle infectious diseases and support multiple languages.

Get a “family doctor” for your private lodging.

⑨ Getting medical treatment

▽ Telephone consultation (multilingual)

Japan National Tourism Organization (JNTO): Foreign Tourist Call Center

050-3816-2787

=> Emergency information (illness or accident), disaster information, general tourist information

=> Availability: 365 days / 24 hours, Languages: English, Chinese, Korean, Japanese

[Other]

Tourist information center:

They can guide you to a nearby medical facility. If you have overseas travel insurance: Contact the insurance company and get a referral.

[Municipalities] Each local government has an information counter.

(Example) Tokyo Metropolitan Health & Medical Information Center

Phone: 03-5285-8181

Languages: English, Chinese, Korean, Thai, Spanish

Reception hours: 9:00–20:00 every day

Multilingual
consultation

▽ Web site (multilingual): Japanese, English, Chinese (Simplified), Chinese (Traditional), Korean 한국어

[Japan National Tourism Organization (JNTO)] "For safe travels in Japan — Guide for when you are feeling ill"

https://www.jnto.go.jp/emergency/jpn/mi_guide.html

=> [Search for medical institution] [How to contact the medical institution] [Main symptoms and clinical departments]

=> "Guide for when you are feeling ill" (Japanese, English, Chinese (traditional), Chinese (simplified), Korean, Thai)

[Ministry of Health, Labour and Welfare] "Prefectural information provision net" - about the medical institution information provision system (medical information net)

https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/iryuu/teikyouseido/index.html

[Municipalities] Each municipality also has its own website.

(Example) Tokyo medical institution guide (Japanese, English, Chinese (Simplified), Korean 한국어)

<http://www.himawari.metro.tokyo.jp/>

▽ Telephone guidance (inside Japan)

[Ministry of Health, Labour and Welfare] Infectious disease and vaccination consultation counter

This includes HPV vaccine as well as influenza, sexually transmitted diseases, and other infectious diseases in general.

03-5276-9337

=> Reception hours: weekdays 9:00–17:00 (closed on Saturdays, Sundays, holidays, and New Year's holidays)

■ Emergency ambulance call [119]

Ambulance guide for foreign visitors to Japan

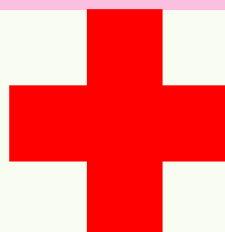
<https://www.fdma.go.jp/publication/portal/post1.html>

(Reference) ▽ New coronavirus [Ministry of Health, Labour and Welfare]

Toll-free: (0120) 565653 (9:00 am – 9:00 pm)

[Returnee and Contact Center]

https://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryuu/covid19-kikokusyasessyokusya.html



Medical consultation precautions

Follow the instructions of the medical facility for how to travel to the facility.

Avoid public transportation where you will come in contact with an unknown number of people. Get consent and take a taxi or other vehicle.

Submit a “Health Check Sheet” to the consulting organization or medical facility. If infection is confirmed, provide your travel history so that they can track your route and follow up with people you were in close contact with.