

Infrared Thermometers

Information for Tourist Accommodation Providers



What can I do to ensure guests arrive healthy and well?

- To avoid guests arriving unwell, you should contact booked guests in the 24 hours prior to their arrival and request that they conduct a self-assessment before leaving home. The symptoms can include a fever, chills or sweat, cough, sore throat, shortness of breath, runny nose and loss of smell.
- You may ask guests whether the self-assessment has been done as part of the check-in process.
- As an accommodation provider, you should not undertake a health assessment of guests yourself.
- If your guest has not done a self-assessment prior to arrival, you may offer to take the guests temperature with an infrared thermometer, upon arrival.

How do I take guests' temperatures?

- Follow the instructions specific to the thermometer's brand as advised by the manufacturer on the packaging.
- Check the guest's temperature by pointing the thermometer at the guest's forehead at a distance of 5-15cm away making sure there is no hair, perspiration or cap covering the guest's forehead.
- Use a fully extended arm to maintain physical distancing from the guest as far as practicable to minimise the time in close proximity to the guest.
- Scanners do not require cleaning between guests as they are non-contact however, if the thermometer is being handled by multiple staff, it must be cleaned between users in accordance with DHHS clean and disinfection guidelines available at: <https://www.dhhs.vic.gov.au/cleaning-and-disinfecting-reduce-covid-19-transmission>

What should I do if someone has a fever or other symptoms of coronavirus (COVID-19)?

- If a guest's temperature is above 37.5C they are considered to have a fever. However, environmental conditions, exercise and sun exposure can raise the temperature of the forehead above the body's core temperature.
- If you detect a temperature above 37.5C, ask the guest to rest indoors for at least 15 minutes before doing a follow up check to confirm that their temperature is still above 37.5C.
- If the guest has any symptoms of coronavirus (COVID-19) you should ask them to return home if possible.
- If this is not possible, and if the guest is booked to stay in a room with others not from their usual household, alternative self-contained accommodation arrangements should be provided for the guest where possible.
- If you are unable to provide accommodation, you should support the guest to find alternative self-contained accommodation nearby.
- Any guest with symptoms of coronavirus should be instructed not use any communal facilities and strongly encouraged to get tested. Information is available at <https://www.dhhs.vic.gov.au/getting-tested-coronavirus-covid-19> or call the coronavirus hotline on 1800 675 398.