

BC Hotel Association

Post COVID-19 Hospitality Best Practices

An Open Discussion with:

- BCHA President & CEO, INGRID JARRETT
- go2HR CEO, KRISTA BAX
- go2HR Director of Industry Health & Safety, ARUN SUBRAMANIAN



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Ingrid Jarrett, President & CEO



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Krista Bax, CEO at go2HR



Health & Safety



Human Resources



SuperHost



Job Board



FOODSAFE

Arun Subramanian, Director Industry Health & Safety at go2HR



COVID-19 Recovery

Best Practices in Hospitality & Building Your Safety Plan



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Housekeeping

DURING GUEST STAY



- Suspend in-room housekeeping and do not enter room
- Ensure full supply of guest needs prior to stay
- Drop-off needed supplies at door
- Provide bag for used linen and waste collection at door

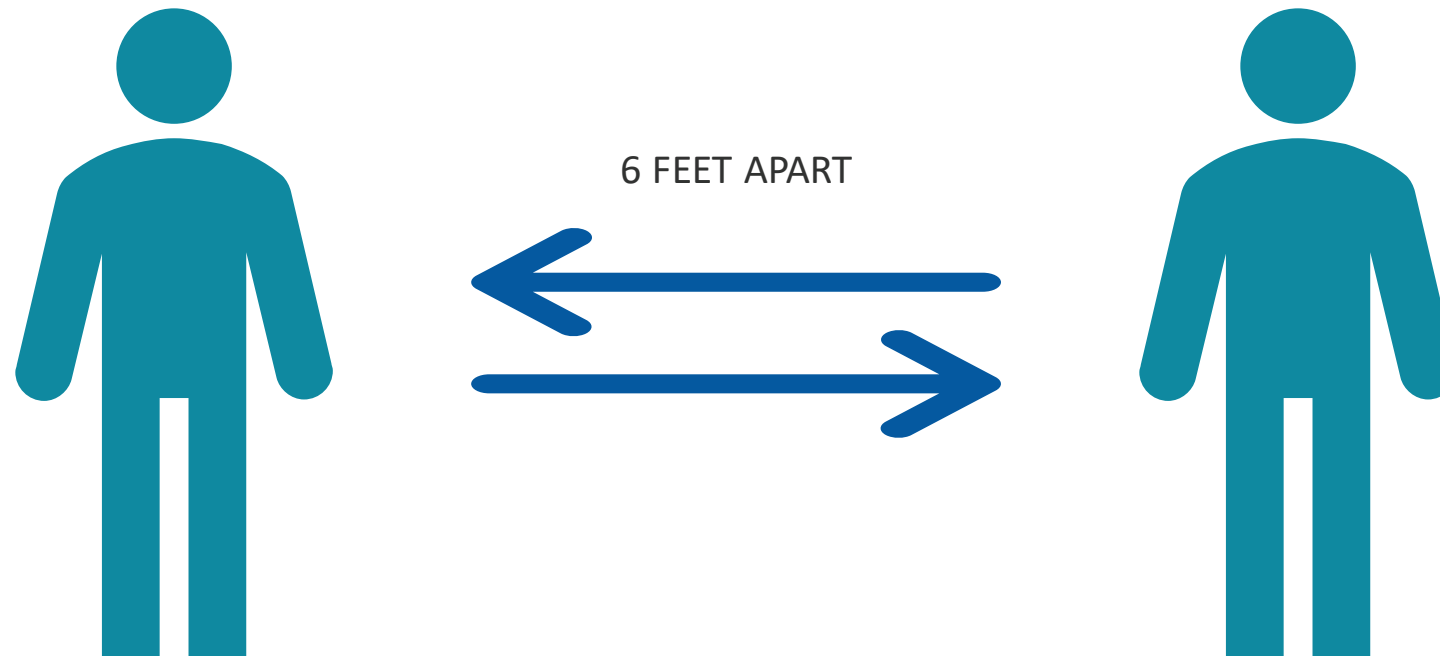
AFTER GUEST STAY



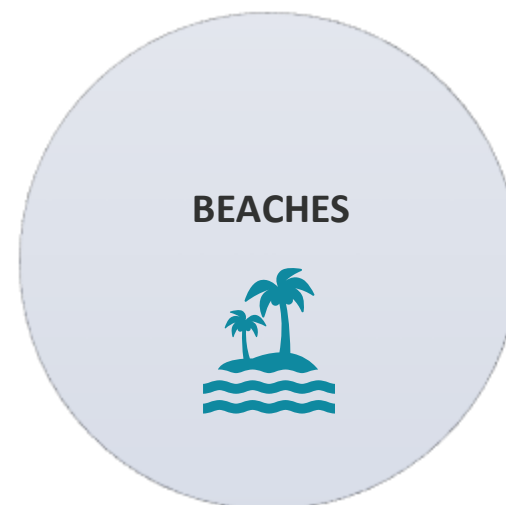
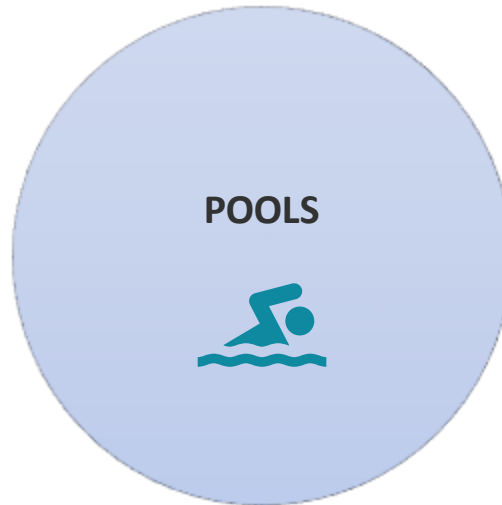
- Wait 3 hours for adequate air exchange
- Ensure personal protective Equipment (e.g., eye protection, mask) is used
- Use disinfectant that has a Drug Identification Number
- Complete a thorough cleaning and disinfection of all hard surfaces, discarding all single-use items



Physical Distancing



Pools, Spas & Beaches

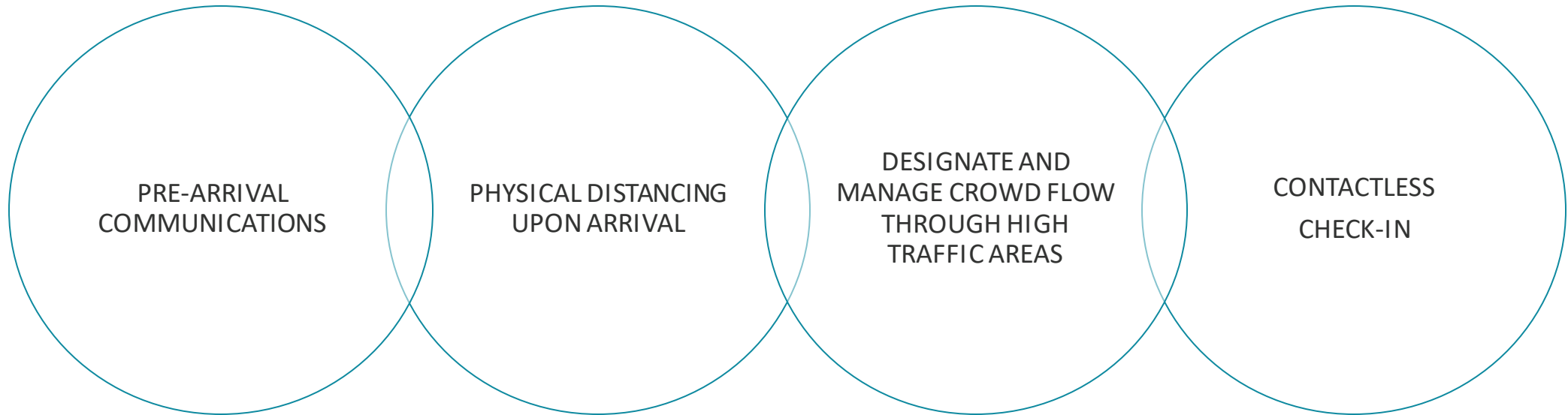


PHYSICAL DISTANCING | CROWD CONTROL | FREQUENT DISINFECTION



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Check-In, Check-Out





**Creating a
Safety Plan
for your hotel**

Assess the Risks

- Identify areas of high risk
 - Close physical proximity
 - Contaminated surfaces



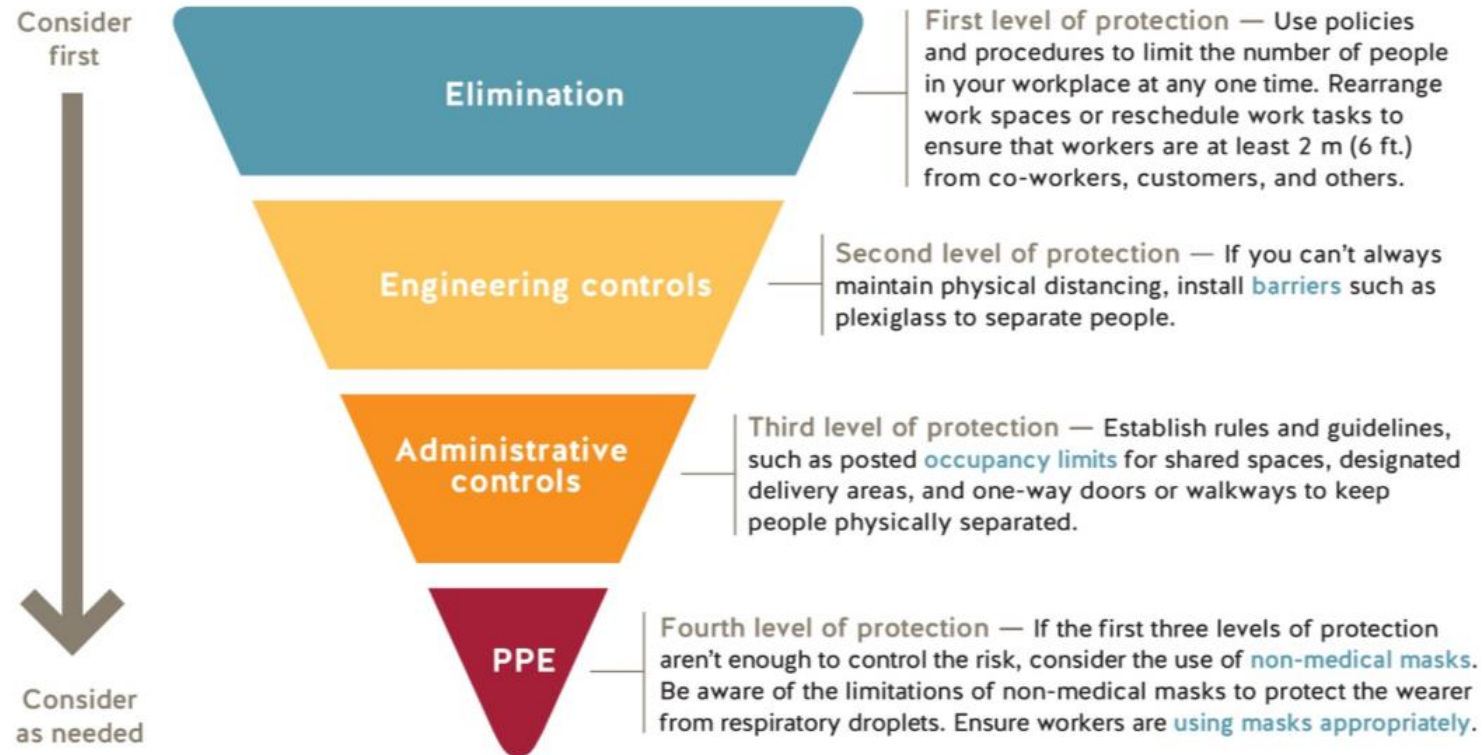
- Shared tools and equipment



- Involve frontline workers



How to Reduce Risks



Develop Policies

Guidelines Related to COVID-19



SICK LEAVE
POLICY

PERSONAL
HYGIENE
POLICY

WORKING
ALONE POLICY

BULLYING &
HARRASSMENT
POLICY

Communications Training



- Reorientation + onboarding
- Regular employee communication
- Point of contact
- Policies/Documentation
- Reminders
- Communication to customers and the public via website

Monitor Your Workplace



EFFECTIVE
SUPERVISION

CHECKLISTS +
REPORTS



EMPLOYEE
CONTACT

MAINTAIN
RECORDS



WorkSafeBC Inspection

SAFETY PLAN

EVIDENCE OF
IMPLEMENTATION

EMPLOYEE UNDERSTANDING
OF PROCEDURES

FOCUS ON HYGIENE ELEMENTS

Q&A

Submitted Questions



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What date can we open our business?

Question 1



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Why are we both an essential service that is open and operating according to the CDC guidelines and also "Not Open" until Phase 3?

Question 2



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When do you expect to see formal guidelines/protocols from the government surrounding smaller business meetings, training seminars, and/or social events?

Question 3



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Open Forum

Instructions:

Please submit all questions and comments directly via the chat function to 'Everyone.' We will do our best to respond to all inquiries, if your question is not responded to, we will follow up with you directly.



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RESOURCES

If you have any follow up questions or inquiries, please contact:

- Ingrid Jarrett, President & CEO at BCHA – ingrid.jarrett@bcha.com
- Terry Duzenberry, Manager Member Engagement at BCHA – membership@bcha.com
- Krista Bax, CEO at go2HR – kbax@go2hr.ca
- Arun Subramanian, Director at go2HR - asubramanian@go2hr.ca

Visit BCHA.com & go2HR.ca for more information

<https://www.worksafebc.com/en/resources/health-safety/checklist/covid-19-safety-plan?lang=en>

<https://www.go2hr.ca/health-safety/resources/covid-19-resources>

<https://www.go2hr.ca/covid-19-updates/covid-19-hr-resources>



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Thank you



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