



# TOURISM & HOSPITALITY BEST PRACTICES GUIDELINES

## ACCOMMODATIONS

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Abstract

This document outlines essential guidelines that tourism and hospitality businesses should adopt as they look at developing their own safe plan to restart or ramp up operations post the COVID-19 pandemic. It has been developed by go2HR using BC CDC, HAC, WorkSafeBC, BCHA, BCLCA, BLBCA, Lodges, Condo Hotels, Hostels, Motels, Bed & Breakfast guidelines.

Hotels, Motels, B&Bs, Condo Hotels, Hostels, Campgrounds, Backcountry Lodges

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# Accommodations Best Practices Template

## 1. Introduction

### 1.1 Purpose

This document provides practical advice and guidelines to ensure safe operations, as accommodation sector businesses seek to reopen or ramp up their operations after the COVID-19 pandemic. These guidelines are also meant to help employers build their own individual safety plans required by the Provincial Health Officer's orders.

### 1.2 Public Health Directives

The Provincial Health Officer is the senior public health official for B.C., and is responsible for monitoring the health of the population across the province, providing independent advice to the ministers and public officials on public health issues.

Below are excerpts from the Provincial Health Officer's orders dated May 14, 2020:

Employers are required by section 21 (2) (c) of the Workers Compensation Act to establish occupational health and safety policies and programs in accordance with the Occupational Health and Safety Regulation and have been directed by WorkSafeBC to develop a plan to ensure that the risk of transmission of SARS-CoV-2 at workplaces is minimized (hereinafter referred to as the "COVID-19 Safety Plan" for the purposes of this Order). Therefore employers are ordered to

- Post a copy of your COVID-19 Safety Plan on your website, if you have one, and at your workplace so that it is readily available for review by workers, other persons who may attend at the workplace to provide services and members of the public;
- Provide a copy of your COVID-19 Safety Plan to a health officer or a WorkSafeBC officer, on request.

### 1.3 WorkSafeBC Guidance (Workers Compensation Act/OHS Regulation Requirements)

WorkSafeBC is a provincial agency dedicated to promoting safe and healthy workplaces across B.C. They partner with workers and employers to prevent work-related injury, disease, and disability. Their services include education, prevention, compensation and support for injured workers, and no-fault insurance to protect employers and workers.

WorkSafeBC helps businesses meet their obligations under the *Workers Compensation Act* and the Occupational Health and Safety Regulation. All employers in British Columbia have an obligation under the *Act* to ensure the health and safety of workers and other parties at their workplace. With respect to COVID-19, that responsibility includes protecting workers by following the orders issued by the office of the provincial health officer, guidance provided by the BC Centre for Disease Control and the latest news released from the government. In addition, employers must implement policies and procedures to protect workers from the risk of exposure to COVID-19.

Employers should consider how best to communicate about potential exposure to COVID-19 in the workplace to workers. A system should be introduced whereby workers (including joint health and safety committee representatives and worker representatives) are able to inform management of concerns related to being exposed to COVID-19 in the workplace. Open communication is key to finding out about specific tasks that concern workers as well as gaining input on appropriate control measures to keep workers safe.

Workers should know and understand their workplace health and safety responsibilities — and those of others. Workers have three key rights:

- the right to know about hazards in the workplace;
- the right to participate in health and safety activities in the workplace;
- and the right to refuse unsafe work.

#### 1.4 Right to refuse unsafe work

Workers in B.C. have the right to refuse work if they believe it presents an undue hazard. An undue hazard is an “unwarranted, inappropriate, excessive, or disproportionate” risk, above and beyond the potential exposure a general member of the public would face through regular, day-to-day activity. In these circumstances, the worker should follow some specific steps within their workplace to resolve the issue. The worker should report any undue hazard to their employer for investigation and the employers would then need to consider the refusal on a case-by-case basis, depending on the situation.

If the matter is not resolved, the worker and the supervisor or employer must contact WorkSafeBC and a prevention officer will then investigate and take steps to find a workable solution for all involved.

If entering the workplace, workers should:

- Comply with the employer’s instructions around minimizing exposure to COVID-19.
- Wash their hands frequently, and/or use hand sanitizer.
- Take steps to minimize exposure to COVID-19 while away from work.

#### 1.5 Recognize Hazards/Assess Risks

Every workplace is unique. Businesses must regularly assess all the hazards within their operations, taking appropriate steps to eliminate or control the associated risk. This process is referred to as a risk assessment. Involve your frontline workers, Joint Health & Safety committee members or safety representatives in this process.

Within the tourism and hospitality industry, there are many routine situations where staff will have contact with customers, coworkers and the physical environment itself (surfaces, doors, equipment etc.). These encounters could give rise to contact with COVID-19, if not controlled adequately.

All businesses must think about the risks in their workplace and take steps to control them. Such controls will include adhering to current public health orders, if applicable, public health advice, as well as implementing best practices to keep your employees and guests safe.

We have outlined some best practices that employers should consider when implementing COVID-19 related controls in the workplace. When selecting a safeguard or a combination of safeguards, always start at the top of the hierarchy shown below to control the hazards. Choose a less effective safeguard only when more effective solutions are impracticable and continuously monitor to ensure they are providing the best level of protection to workers.

The hierarchy of controls (in order of their effectiveness):

**Elimination or substitution:** Has the employer fully considered eliminating or postponing work tasks that may create a risk of exposure to COVID-19? Are there opportunities to work from home or can work processes be changed to reduce contact with others?

**Engineering controls:** Are engineering controls, such as physical barriers, practicable?

**Administrative controls:** Has the employer fully considered in what ways work practices can be altered to minimize exposure, such as physical distancing or enhancing cleaning protocols?

**Personal protective equipment (PPE):** This last form of protection should only be considered after careful consideration of the previous control measures. The use of gloves and face masks may be considered where none of the above controls are possible/effective. If gloves and masks are used, proper usage guidelines should be followed (Appendix 2).

Refer [Selecting and using masks](#) from WorkSafeBC

Use the [WorkSafeBC Safety Plan Template](#) to create your safety plan.

## 1.6 Mental health, violence, bullying and harassment

A public health emergency, like the COVID-19 pandemic, can cause heightened stress, anxiety, fear and a lack of control. It can challenge individuals in different ways, impacting the workplace and home life, as they try to cope. People may not cope or behave as they typically would and this could lead to the manifestation of mental health concerns, escalating violence and bullying and harassment.

Mental health and wellbeing should be openly discussed in the workplace and information on potential resources that may be of help to workers should be made available. Some measures that employers can implement include the following:

1. Have a plan. Let employees know that you are thinking and looking ahead, that you will stay well-informed and that you can answer the questions they already have: What if I get sick? How do I take time off work? What if my family member contracts the virus? You may want to compile frequently asked questions and direct employees to them often.
2. Communicate, share and be open. Worry and fear grow in the absence of up-to-date information. Let your employees know that they can expect regular updates from you. Communicate even if the situation remains unchanged.
3. Empathize. Share that you know it's stressful. Recognize that it's okay to be anxious. Remind your employees of any resources (e.g. EAP) that are available for those who are experiencing stress.
4. Reassure—as best you can. You can refer to reports indicating that most people who become infected with the virus will recover.
5. Understand. Recognize when stress has become unmanageable for individual employees. Stress can lead to anxiety and even panic. Some employees may need mental health days and medical intervention in order to cope. Encourage employees to practice self-care activities on-the-job and reassure them that it's ok to take steps to manage stress, such as relaxation exercises, listening to relaxing music or taking regular breaks.
6. Recognize this is not quite 'business as usual.' Know that work will likely be impacted—work will slow down, necessary travel may be cancelled. Reassure staff that expectations will shift accordingly, and that's ok. We will get through this!

The potential for violence exists whenever there is direct interaction between workers and non-workers. Employers must provide a workplace as safe from the threat of violence as possible. If there is a risk of violence in a workplace, the employer must set up and instruct workers on procedures to eliminate or minimize the risks. *Crucially, violence doesn't just include physical assault.* Other examples of violence in the workplace include spreading rumours, swearing, verbal abuse, pranks, arguments, property damage,

vandalism and more. Some of these tendencies may be more likely to manifest when individuals are dealing with high levels of stress and uncertainty, consistent with a pandemic situation.

Employers are not just responsible for taking reasonable steps to prevent bullying and harassment by their employees. They also have a duty to take reasonable steps to prevent bullying and harassment by members of the public, clients, or anyone a worker may come into contact with while in the course of their employment.

Coronavirus-induced anxiety could lead to a hyper-awareness of any signs of sickness in the workplace. This could translate to increasing tension and unfair treatment when an individual is suspected of having the virus, whether they are a staff member or a customer.

Even when working from home, employees could be facing all manner of personal problems that are not immediately apparent to their colleagues. Employers should encourage a culture whereby workers look out for each other instead of trying to bring each other down. This approach is more critical when team members are not physically together or when some team members are continuing to work from home some of the time.

Open communication about COVID-19 controls and protocols in the workplace is essential in order to set the tone and encourage buy in from workers. A hostile work environment could quickly develop when there is a lack of leadership and rules around COVID-19 are too vague or aren't enforced systematically. This could lead to perceived victimization, for instance, when a particular staff member feels as if they are excessively targeted for physical distancing when others are not. Staff members who follow the proper protocols may feel humiliated when other workers ridicule and exclude them for taking extra precautions.

Here are some tips for employers with regard to managing bullying and harassment in the workplace:

- Ensure everyone in the workplace – employees, supervisors, contractors, etc. – understands their duties and obligations with respect to preventing bullying and harassment;
- Ensure a policy with clear reporting procedures is in place that directs to the appropriate person;
- Take all complaints of bullying and harassment seriously.

### 1.7 Return to Work Occupational Health & Safety Training, Monitoring

Upon returning to work after a period of absence, workers should receive refresher orientation training from their employer. Training must be

- Specific to the workplace and, in addition to acting as a refresher, it should also include any new arrangements or controls developed in response to the COVID-19 pandemic
- Should explain essential health and safety information, such as worker rights and responsibilities, work rules, hazards and safe work procedures
- Information around specific COVID-19 protocols or procedures, including
  - Rules around physical distancing
  - Hand washing
  - Reporting COVID-19 symptoms
  - General cleaning procedures should be discussed to ensure a consistent approach by all
- Have a plan in place to constantly monitor and update procedures based on effectiveness, changing public health/WorkSafeBC guidelines

- Ensure workers are aware of reporting procedures (including who they should report to) for any concerns/unsafe conditions related to COVID-19

## 1.8 General Information

### 1.8.1 How is COVID-19 spread?

- COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed.
- COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

### 1.8.2 What are the symptoms of COVID-19?

- The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite.
- People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.
- Some people are more vulnerable to developing severe illness or complications from COVID-19, including older people and those with chronic health conditions.

### 1.8.3 Who needs to self-isolate?

Self-isolation means staying in place and avoiding situations where you could come in contact with others. People are required to self-isolate for many reasons. Hotel operators and staff may not know who in the facility is self-isolating or why. For all of these reasons, it is important to follow this guidance at all times, for all guests and staff.

- Individuals may NOT self-isolate in a place where they will be in contact with vulnerable people, such as seniors and individuals with underlying health conditions.
- Isolated individuals may NOT use any common hotel areas or implements, including ice and vending machines.
- As of March 25, 2020, all persons arriving in Canada from abroad quarantine and self-monitor for symptoms for 14 days under the *Quarantine Act*.
- As of April 14, 2020, all international travellers returning to B.C. are required by law to self-isolate for 14 days and complete a self-isolation plan. Travellers who do not have a self-isolation plan, are not able to arrange adequate support, or do not have a location to self-isolate will be directed to provincial accommodation, which may include hotels.

#### 1.8.4 Testing

Testing for COVID-19 is recommended for anyone with cold, influenza or COVID-19-like symptoms, even mild ones. If an individual has no symptoms, they do not require a test. A health care provider may also decide whether a person requires testing. The BC-COVID-19 Self-Assessment Tool can be used to determine if further assessment is needed: <https://bc.thrive.health/>

Learn more here: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>

#### 1.8.5 General Precautions

- Stay at home if you are sick to avoid spreading illness to others.
- Practice diligent hand hygiene at all times.
  - Wash your hands regularly with plain soap and water for at least 20 seconds or use alcohol-based hand sanitizer with at least 60% alcohol content.
  - Antibacterial soap is NOT required for COVID-19.
- Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away.
- Maintain a physical distance of two metres from others at all times
- Do not touch your eyes, nose or mouth with unwashed hands.
- Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

#### 1.8.6 Further Precautions

- Post signs in your facility to encourage hand hygiene among all staff and guests
- Post signs in your facility promoting physical distancing
- Encourage staff to avoid touching personal items of guests, such as luggage.
- Install physical barriers (e.g., plexiglass sneeze guards) in locations such as reception desks.
- Install markers on the floor (2 metres apart) to support physical distancing in locations such as reception desks.
- Wherever possible, provide guests with single-use personal items (e.g., soaps, shampoos, sugar packets, creamers). To reduce waste when guests exit the premises, consider limiting the quantities of items provided to guests at any one time.
- Staff should wear clean clothing that is specific to and only worn while on the job.
  - Staff should change into a separate set of street clothes before leaving work.
  - Work clothing should be placed in a bag and laundered after each shift.

### 1.8.7 Supporting Guests in Self-Isolation

- Advise guests in self-isolation not to use any common hotel areas, equipment or appliances, including ice and vending machines. Close ice and vending machines if required.
- Support self-isolated guests to have food delivered to them.
  - If on-site food service is not offered, provide information on local grocery stores and restaurants offering delivery.
  - If food service and food delivery options are not available, asymptomatic guests in self isolation can leave to obtain groceries.
- Support self-isolated guests to procure prescriptions and medications.
  - Provide information on local pharmacies offering delivery.
  - If pharmacy delivery is not available, asymptomatic guests in self-isolation can leave to obtain prescriptions and medications.
- Asymptomatic self-isolated guests can leave the hotel to attend critical appointments
- Please note: Self-isolating guests who are also essential workers are subject to different guidance.

## 2. Employee & Guest Health

### 2.1 Pre-Arrival

- In advance of the guest's arrival advise them on the hotel protocols. Example: pre-arrival emails, website alerts once booked or confirmation emails to include the hotel protocol. Included but not limited to, changes in service, arrival flow and cleaning processes
- Consider to obtaining guests' 'safety preferences"
- Reservations teams should be trained on protocol to share with guests at time of booking

### 2.2 Appoint a Cleanliness Manager

The cleanliness manager is responsible for developing a cleanliness plan, implementing the plan, updating the plan, training employees and ensuring that guests' hygiene-related questions are immediately answerable. This individual will also ensure that your establishment remains in compliance with any legislation and is the point of contact for any health agency interactions.

- Appoint a cleanliness manager
- Develop a cleanliness plan
- Train employees

### 2.3 Develop a Cleanliness Plan

Develop, implement and continually up- date a cleanliness plan. This is the blue- print for the elevated efforts being made to assure guests that a hotel is safe and clean. This plan should address all steps being taken to sanitize or otherwise modify the hotel to minimize the chances of an outbreak or contagion event in the establishment. The plan should be updated regularly based on changing legislation, information or events in and around the hotel, and other relevant circumstances. Ensure that this plan is available to all staff and prospective guests to provide a sense of security so that they can feel comfortable in their choice to stay at your hotel. The cleanliness plan should include a course of action when a guest or worker is diagnosed with coronavirus or another infectious disease.

- Develop, implement and update cleanliness plan

## 2.4 Washing Hands & Hand Sanitizer

BC Center for Disease Control (BCCDC) guidelines shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended.

Hand sanitizer dispensers shall include no less than 60% alcohol content, where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.

For Employees:

- Frequently wash hands and use hand sanitizer

For Employers:

- Place sanitizing dispensers placed at key guest and employee entrances and contact areas

## 2.5 Back of the House Signage

Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.

For Employers:

- Signage shall be posted in areas employees frequently enter or exit

## 2.6 Employee & Guest Health Concerns

Staff will be required to immediately report any presumed cases of COVID-19 at the hotel property to the General Manager or other such designated individual. Reporting of presumed cases to the local health authority will be the responsibility of the General Manager or other designated individual. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow BCCDC guidelines for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the BCCDC, from the onset of symptoms and be symptom-free for at least three days without medication. Well-being checks of all employees, is recommended in areas of high infection rates.

For Employees:

- Employees exhibiting symptoms of COVID-19 or any illness shall remain or return home

For Employers:

- Employees exhibiting symptoms of COVID-19 or any illness shall remain or return home

- Employees exhibiting symptoms of COVID-19 shall be reported to local health officials
- Well-being checks of all employees, shall be carried out in areas of high infection rates

## 2.7 Case Notification

At minimum, suspected cases of COVID-19 shall be immediately reported to local health authorities in accordance with appropriate actions recommended by the BCCDC.

For Employers:

- Report employees exhibiting symptoms of COVID-19 to local health officials

## 2.8 Employee's Responsibilities

### 2.8.1 Hand Cleaning

If not wearing protective gloves, all employees shall follow BCCDC guidance regarding hand washing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with BCCDC guidelines, should be followed prior to and after removing the gloves.

### 2.8.2 COVID-19 Training

All employees with frequent guest contact (including Housekeeping, Food & Beverage, public areas, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/ Engineering) shall receive COVID-19 safety and facility sanitation protocols guidance and training consistent with the BCCDC recommendations.

### 2.8.3 Personal Protective Equipment

BCCDC recommendations along with federal and local government regulations shall dictate appropriate personal protective equipment (PPE) to be worn by employees. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request.

## 2.9 Physical Distancing

### 2.9.1 Physical Distancing & Queuing

As recommended by the BCCDC's social distancing guidelines, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not travelling with them, including any area where guests or employees' queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

- Guests advised to practice physical distancing
- Areas clearly marked for physical distancing
- Encourage one-way guest flow with marked entrances and exits
- Reconfigure public seating areas to promote physical distancing
- When mask is worn, greet guests with a non-verbal signal such as, hand on heart (without touching uniform). Tone of voice ensure the guest feels calm, safe and reassured.

### 2.9.2 *Guest Rooms*

In anticipation of individual concerns of guests, housekeeping should take normal precautions while cleaning guest rooms. Housekeeping staff shall not enter a guest room if the guests are showing any symptoms of COVID-19. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

- Housekeeping during a guest's stay should happen when the guests are not in the room

### 2.9.3 *Meeting and Convention Spaces*

Meeting and banquet arrangements shall allow for physical distancing between guests based on BCCDC and regional recommendations.

- Allow for physical distancing between guests

### 2.9.4 *Front Desk, Concierge, and Parking Services*

Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. If workstations are 6 feet apart, then using all stations is acceptable. Contact-less check-in, including mobile check in/check out and pre-group arrivals are encouraged, when feasible, to reduce lobby population and front desk queue. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible.

Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service shall be limited, and disinfecting of contact points will be required.

- Utilize every other workstation to ensure separation between employees
- Conduct contact-less check-in
- Utilize contact-less payment processes
- Employees should minimize contact as much as possible
- Emphasize self-parking
- For valet service – disinfect contact points in the vehicle
- Limit van and shuttle service
- Allow six feet of separation between groups of guests

### 2.9.5 *Guest Transport*

If operating:

- Consider offering a mask to guests not wearing mask
- Consider having hand sanitizer available in the vehicle
- Frequently disinfect inside the vehicle and all handles
- Consider reviewing if the driver section can be segregated with a temporary plastic or a transparent sheet
- Recommend a plastic lining for luggage transportation areas in the vehicle
- Recommend having no guests in the front seat of the vehicle

### 2.9.6 Pools and Beaches

Seating shall allow at least six feet of separation between groups of guests.

- Allow six feet of separation between groups of guests

## 2.10 Cleaning Protocols

Cleaning products and protocols shall include disinfectants indicated by PHAC as being proven effective against viruses, bacteria and other airborne and blood- borne pathogens. For more information, please refer to the Centre for Disease Control (CDC) guidelines on disinfecting buildings and facilities.

### 2.10.1 General Cleaning Measures

- Train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate laundry and linen handling procedures.
- Ensure daily cleaning and disinfection of all common areas and surfaces.
- Ensure high touch surfaces are cleaned often. This includes doorknobs and handles, telephones, elevator panels and buttons, light switches, tables, chairs and work surfaces in staff rooms, desktops, washrooms, point of sale devices and menus.
  - Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface. Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
    - Put cleaning and disinfectant solutions into clean buckets for use.
    - To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal.
    - Immediately discard paper towels and disposable wipes after use.
- Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants.
- Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use.
- If commercial or household cleaning products are not readily available, you can prepare a bleach and water solution with 20 ml of unscented household bleach per 980 ml of water. When using the bleach and water solution, allow surface to air dry naturally. Make a fresh bleach solution each day. For more information, please see: [http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting\\_PublicSettings.pdf](http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf)
- Floors and walls should be kept visibly clean and free of spills, dust and debris.
- Empty and clean garbage cans in public areas regularly.
- Items that cannot be easily cleaned and disinfected should be removed (e.g., toys, sculptures).

### 2.10.2 Housekeeping During a Guest's Stay

- Housekeeping staff must practice diligent hand hygiene at all times during their shift.

- If guests exhibit symptoms of COVID-19.
  - Do NOT provide housekeeping service within guest rooms
  - Leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms. Provide these items at a frequency that maintains good hygiene.
  - Provide a linen or plastic bag for the guest to place their dirty linens in, and a plastic bag for their other waste.
  - Advise guests to tie laundry and waste bags shut and leave them outside their door for collection.
  - To minimize the amount of time dirty linen and waste is sitting in hallways, advise guests on a time at which items should be put out for collection.

### *2.10.3 Housekeeping After a Guest's Stay*

- All guest rooms must be fully cleaned and disinfected after every use.
- Ensure staff do NOT enter guest rooms until authorized.
- Cleaners must practice diligent hand hygiene before entering and after leaving each guest room.
  - If gloves are used, ensure a new pair is used for each guest room.
  - Proper hand hygiene must be performed after removing gloves.
- Staff should use the standard Personal Protective Equipment (e.g., eye protection, mask) required for the regular hazards encountered through their normal course of work (e.g., handling chemicals).
- Review all work procedures to minimize all opportunities for staff contact with splashes and spraying.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
  - Put cleaning and disinfectant solutions into clean buckets for use.
  - To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal.
  - Immediately discard paper towels and disposable wipes after use.
- Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants.
- Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use.
- If commercial or household cleaning products are not readily available, you can prepare a bleach and water solution with 20 ml of unscented household bleach per 980 ml of water. When using the bleach and water solution, allow surface to air dry naturally. Make a fresh bleach solution each day. For more information, please see: [http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting\\_PublicSettings.pdf](http://www.bccdc.ca/Health-Info-Site/Documents/CleaningDisinfecting_PublicSettings.pdf)

- Complete a thorough cleaning and disinfection of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.
- Remove all cloth items (e.g., sheets and towels). Take all dirty linens and towels directly to the laundry.
- Empty all garbage containers.
- Discard all items left in the room by guests.
- Discard all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to, toilet paper, soap, shampoo, toothpaste and sugar packets.
  - Remove ALL reusable glassware and dishes from the room, including all dishes that appear untouched or unused. Take all items directly to the kitchen area for dishwashing.
- For carpets:
  - Vacuums: Only use vacuum cleaners equipped with exhaust filters, preferably HEPA filters, for carpeted areas. Built-in vacuums are ideal. If your vacuum does not have an exhaust filter, do NOT vacuum the room.
  - Steam Cleaners: Carpets can be cleaned using a steam cleaner which reaches a minimum temperature of 71°C, unless the floor coverings are not heat tolerant.

#### *2.10.4 Waste Management*

- Wherever possible, waste should be handled by a designated person or small, designated team.
- Staff should wear disposable gloves to remove waste from guest rooms and common areas.
- Ensure staff remove gloves and perform hand hygiene immediately after handling and disposing of waste.
- A single, sturdy, leak-resistant garbage bag is sufficient for containing waste.
- If a garbage bag is punctured or contaminated, it should be placed into a second bag.

All bags should be securely closed and immediately placed in the main disposal bin for the facility

#### *2.10.5 Public Spaces and Communal Areas*

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.

- Clean and disinfect hard non-porous surfaces multiple times per day
- Consider posting a cleaning schedule that indicates the frequency of cleaning common places (door handles, inside elevators, counters, and bathrooms). This could include a visible cleaning log with date, time and cleaning person - posted in or near washroom
- Consider reviewing high traffic touchpoints (doors and buttons), look for options to reduce touching

- Consider sanitation stickers for luggage handles once touched by staff then sanitized
- Hard case luggage to be sanitized
- Soft case luggage – use wipes, gloves or paper cover when handling
- Consider remove or cover bell cart carpet to allow easy sanitization
- Used only sanitized or sealed keys/key cards
- Recommend having a used key/key card drop box at reception or in lobby
- Create a used key/key card disinfecting process
- Consider printing signage (posters, walkways and floor signs) sanitation/hygiene efforts/Physical Distancing (examples):
  - Physical Distancing Expectations
  - Elevators posters
  - Stair and/or Escalator protocol
  - Bathroom Cleaning process (hourly sign off)
  - Transportation cleaning process
  - Queue and Physical Distancing markers on the floor
  - Proper hand washing

#### 2.10.6 Maintenance

As with Housekeeping, non-urgent in- room maintenance issues should be halted until a room is no longer occupied and has been cleaned according to post-occupancy standards. If an instance arises where maintenance must be performed immediately in an occupied room, the hotel should have protocols in place to ensure the safety of both the staff and guest. The maintenance should only be performed by a trained, designated staff person adhering to prescribed safety procedures.

- Halt non-urgent room maintenance issues
- If maintenance must be performed, proper protocols should be in place

#### 2.10.7 Laundry

Linens, towels and laundry shall be washed in accordance with CDC or your regional guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.

- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed
- If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed
- Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air<sup>1</sup>.
- Place dirty laundry directly into a linen bag without sorting. Do not overfill bags.
- Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.

- Clean and sanitize the front loading area of washing machines frequently.
- Wash and dry items in accordance with the manufacturer’s instructions. Use the warmest possible water settings. Dry all items thoroughly.

#### *2.10.8 Hotel Guest Elevators*

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.

- Button panels shall be disinfected at regular intervals

#### *2.10.9 Shared Equipment*

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.

- Clean and disinfect all high touch areas in accordance with BC CDC guidelines

#### *2.10.10 Room Recovery Protocol*

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing disinfectants indicated by BCCDC as being proven effective against viruses, bacteria and other pathogens.

- In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined
- The guest room shall not be re- turned to service until undergoing an enhanced cleaning and disinfecting

#### *2.10.11 Food & Beverage*

Hygienic and safe food and beverage services are maintained by following routine guidance in the *Food Safety Act* and the Food Premises Regulation.

[Refer BC CDC guidelines for food premises](#)

[Refer Restaurants Canada guidelines](#)

[Refer BCRFA guidelines](#)

#### *2.10.12 Food Handlers*

- Food handlers must regularly wash hands, even if they have no disease symptoms. This includes (but is not limited to) before starting, before preparing or handling food, after handling waste, after using the toilet, after blowing their nose, sneezing and coughing, after eating, drinking or smoking, and after handling money or credit cards.
- Food handlers must avoid touching their eyes, nose or mouth with unwashed hands.

#### *2.10.13 General Food Service Precautions*

- Follow safe food practices, such as protecting foods from contamination, minimizing direct handling of food and preventing cross-contamination of foods.
- Discard any foods that may have been contaminated from coughs or sneezes.

- Clean and sanitize utensils and surfaces in the kitchen regularly using standard sanitizing solutions (e.g., QUATs or chlorine). Follow the instructions on the product label.
- Increase frequency of cleaning and sanitizing of food contact surfaces and high-touch areas.
- Wash/sanitize used dishes using regular procedures (e.g., sanitizing dishwasher)
- Do not offer buffets and other self-service options if possible. If offered, have employees serve guests. Install physical barrier (e.g. plexiglass) or ensure employees use appropriate PPE.
- Do not provide common water coolers or lobby snacks for guests.
- Encourage guest and staff hand hygiene before all meals. Make plain soap and water or alcohol-based hand sanitizer available to support this activity, where possible.
- Regularly clean and disinfect equipment used for handling payments.

#### 2.10.14 Delivering and Picking Up Food Trays

- Do NOT provide food service within guest or staff rooms during their stay. For in-house food service and food delivery from off-site, deliver and pick up food trays outside of guest rooms, while the room doors are kept shut.
- Gloves are not required when delivering or picking up food trays.  
Proper hand hygiene *must* be practiced before delivering and after picking up food trays.
- Do NOT transport food on carts that have used dishes on them.
- Regularly clean and disinfect carts used for transporting food and picking up dirty dishes.

#### 2.10.15 Dishwashing

- Dishwashing practices must adhere to BC's Food Premises Regulation:  
[https://www.bclaws.ca/civix/document/id/complete/statreg/11\\_210\\_99](https://www.bclaws.ca/civix/document/id/complete/statreg/11_210_99)
- Dishwashing temperatures must be monitored in a log, per your Food Safety Plan.
- Used dishware should be washed immediately.
- Disposable dishes are not required to stop COVID-19. Regular food trays, dishes and utensils can be used for guests.
- Manually scrape off food from plates prior to beginning dishwashing. Minimize the use of sprayers to remove food and residue.
- Regularly clean and disinfect carts used for transporting food and picking up dirty dishes.
- Clean and sanitize all dish buckets (dirty and clean) after each shift.
- Maintain separation between clean and dirty dishes in the dish washing area.

## 2.11 Back of House operations

### 2.11.1 Sick Staff

- Advise staff to monitor their symptoms daily, report respiratory illness and not to return to work for at least 10 days following the onset of fever, chills, cough, shortness of breath, sore throat and

painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite. Advise staff to use the COVID-19 self-assessment tool at [BC COVID-19 Self-Assessment Tool](#) to help determine if further assessment or testing for COVID-19 is needed.

- Staff can contact 8-1-1 if further health advice is required and 9-1-1 if it is an emergency.
- Staff can learn more about how to manage their illness here: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/about-covid-19/if-you-are-sick>
- Ensure your employee illness policy is up-to-date and communicated to all staff immediately.
- If an employee reports they are suspected or confirmed to have COVID-19 and have been at the workplace, clean and disinfect all areas where that person has worked.
- If staff live in facility-provided housing, develop a plan with designated isolation areas for ill individuals.
- If staff need to be isolated, they should be provided a separate room and bathroom wherever possible and they should follow all self-isolation guidance: <http://www.bccdc.ca/Health-Info-Site/Documents/Self-isolation.pdf>
- All staff must practice physical distancing to reduce the risk of getting sick. Avoid close contact (within 2 meters) when possible with other staff and guests. This includes employee breaks.

#### *2.11.2 Human Resources*

- All staff working at the time of reopening will complete and sign a simple one time “health check” declaration form that states that they agree not to come to work if:
  - They have any symptoms including flu like symptoms, fever, and shortness of breath; have been in contact with COVID-19; and/or have recently travelled and are currently subject to 14-day quarantine.
  - New staff may be asked to complete a health check form when they join the organization.
  - Have an area to pick up forms or drop off forms separate from HR/managers office
  - Consider online/e-mail form and communication between HR/manager and staff
  - Physical Distancing guidelines must be followed for all physical interactions between staff
  - Consider virtual/phone meetings, or ensure use of masks while interacting and maintaining distance
  - Consider communicating new policies and develop training topics/sessions for returning/new staff.

#### *2.11.3 Employee Communication*

- Signage throughout Back of House spaces reminding staff of Physical Distancing and other new standards
- Consider conducting shift briefings either virtually or in a large space to allow for physical distancing
  - Reiterate new health policies on a constant basis
- Recommend posting a province-wide medical resource list for staff that includes:
  - Telephone numbers and website addresses for key medical, mental health, and bullying resources; and approved sources for COVID-19 information.

#### 2.11.4 Employee Transport

Suspend if it is not necessary

- Consider allowing some staff stay in the hotel if traveling to and from work post challenges
- Based on the BCCDC guidelines ensure staff is wearing appropriate Personal Protective Equipment
- Consider having hand sanitizer available in the vehicle
- Frequently disinfected inside the vehicle and all handles
- Recommend reviewing if the driver section can be segregated with a temporary plastic or a transparent sheet
- No staff in the front seat of the vehicle

#### 2.11.5 Clock-in/out

- Consider alternate methods for staff to clock-in and clock-out at the hotel
- If unable to use touchless clock-in, have hand sanitizer installed next to time clock for sanitizing before and after use

#### 2.11.6 Employee Uniform

- Uniform exchange daily
- Uniforms will need to go through proper cleaning processes
  - Using approved chemicals and methods as listed in guidelines from BCCDC
- Provide Personal Protective Equipment to the staff required to wear it per the BCCDC guidelines
- Ensure that staff are following Physical Distancing guidelines during uniform exchange

#### 2.11.7 Employee Changing Rooms

- Mandate Physical Distancing between staff based on BCCDC guidelines
- Recommend shifts to be staggered to ensure no overcrowding
  - Consider locker distance, showers, toilets, sinks, etc.
- Frequent disinfecting process and schedule
- Consider deactivating automatic air hand-dryers, using paper towels instead
- Recommend removing non essential items

#### 2.11.8 Employee Tools

- Sanitizing equipment such as radios, telephones, payment terminals, common equipment, carts, keys, ID cards, etc. before and after use.

#### 2.11.9 Employee Dining/Break Room

- Consider staggering shifts to avoid break room crowding
- If food service is offered refer to Restaurant section for guidelines
- Frequent disinfecting process and schedule

#### *2.11.10 Receiving/Deliveries*

- Consider instituting a cleaning procedures for items being received by the hotel
- Frequent disinfecting process and schedule

#### *2.11.11 3rd Party Process (Vendors, Contractors, Visitors)*

- Communicate to vendors, contractors, and visitors to the new prevention protocols
- Recommend requiring 3<sup>rd</sup> party visitors to complete a “Health Questionnaire”
  - Include if they have been in contact with anyone who has been ill or confirmed with COVID-19
  - Confirm if they have any flu-like symptoms
- All 3rd party tenants/renters must adhere to the new safety requirements

#### *2.11.12 Service Elevators*

- Based on Physical Distancing guidelines from the BCCDC, determine the maximum capacity of the elevator
- Post number of staff allowed at one time inside the elevator in an easily visible area
- Consider marking elevator floors appropriate Physical Distance
- Frequent disinfecting process and schedule for elevator and floor buttons

#### *2.11.13 Service Stairs & Corridors*

- Based on physical distancing guidelines from the BCCDC, determine markers to aid staff when they travel via stairs/Escalators. Example: Keep right, no passing, the number of stairs needed between individuals. If possible consider designating common area stairs as UP or DOWN only
- Consider marking elevator floors for appropriate physical distancing
- Frequent disinfecting process and schedule for stairs and escalators railings

#### *2.11.14 Employee Housing*

- Use Physical Distancing for spacing between beds. “Head to foot” placement is recommended.
- Frequent disinfecting process and schedule. Consider a log to track cleaning
- Recommend stopping or reducing new arrivals to the extent possible and prohibit visitors and overnight guests
- Decrease crowding and social interaction, by staggering mealtimes, opening additional dining areas, and limiting group activities.
- Shared accommodation should be arranged in such a fashion that beds are at least 2 metres apart and head-to-toe. Use temporary barriers between beds, such as curtains, to prevent droplet spread while sleeping.
- None of the residents in an accommodation can be ill or meet a criterion that requires isolation requirements.
- Any employees that are ill or require isolation must be immediately moved into separate facilities, otherwise all employees in the residence would have to be placed in isolation.

- Employees will each have their own set of eating utensils (cup, plate, bowl, fork and knife), labelled for their own use and not to be shared between workers.
- employees are required to disinfect shared areas (kitchen and bathroom counters, handles and control switches etc.) after each use.
- Cleaning products will be readily available, monitored daily and restocked daily as required

#### *2.11.15 Administrative Offices*

- Create a Physical Distancing plan for office staff based on BCCDC guidelines
- Consider desk spacing, working from home for initial phases or until restrictions are lifted
- Frequent disinfecting process and schedule
- Consider providing sanitization products for offices/desks
- Recommend a plan for staff that visits other locations. Example; venues or other offices

#### *2.11.16 Engineering/Maintenance*

- Based on the BCCDC guidelines ensure staff is wearing appropriate Personal Protective Equipment
- Establish frequency of sanitization of tools and equipment.
- Review and follow guidelines set out by local regulations/professional bodies
  - <https://www.worksafebc.com/en/resources/about-us/covid-19/general-ventilation-and-air-circulation-covid-19-faq?lang=en>
  - <http://www.vch.ca/public-health/environmental-health-inspections>
  - <https://www.who.int/publications-detail/water-sanitation-hygiene-and-waste-management-for-covid-19>
  - Plumbing systems (IAPMO):
  - <https://www.iapmo.org/media/23575/flushing-stagnant-plumbing-systems.pdf>
  - Pools (UK Pool Water Treatment Advisory Group):<https://www.pwttag.org/guidance-on-temporary-pool-closure/>
  - Diagrammatic summary (CDC; second page):
  - <https://www.cdc.gov/legionella/downloads/hotel-owners-managers.pdf>
  - Worker safety (United Association): [http://www.ua.org/media/183743/GuidelinesWorkerHealthPlumbingHVACSystemsCOVID-19\\_1.pdf](http://www.ua.org/media/183743/GuidelinesWorkerHealthPlumbingHVACSystemsCOVID-19_1.pdf)
  - Mitigating COVID-19 transmission through wastewater plumbing (Lancet): [https://www.thelancet.com/journals/langlo/article/PIIS2214-109X\(20\)30112-1/fulltext](https://www.thelancet.com/journals/langlo/article/PIIS2214-109X(20)30112-1/fulltext)

#### *2.11.17 Emergency Planning/Security*

- Consider creating a plan to ensure Physical Distancing and new protocols are adhered to
- Recommend reviewing internal Emergency Evacuation plans and make changes based on current BCCDC
  - Consider putting PPE in evacuation kits
- Consider plans of how to initiate isolation protocols
  - Refer to BC Ministry of Health COVID-19 Hotel Guideline

#### 2.11.18 Employee Health/Medical Clinic

- Based on the BCCDC guidelines ensure staff is wearing appropriate Personal Protective Equipment
- Consider regular health check-ups for employees for facilities that do not have easy access to a Hospital or a Health Clinic; can have a well-equipped clinic operational within the hotel premises with a health partner

#### 2.11.19 Workplace First Aid:

- Follow guidance from WorkSafeBC and Provincial Health Authority
- Refer to WorkSafe BC standards for [“Exposure Control Plan for Infection Diseases for Occupational First Aid Attendants”](#)

#### 2.11.20 Other Guidelines

- Set up isolation protocols and process for if a guest/staff is infected.

### 2.12 Supporting Guests in Self-Isolation

- Advise guests in self-isolation not to use any common hotel areas, equipment or appliances, including ice and vending machines. Close ice and vending machines if required.
- Support self-isolated guests to have food delivered to them.
  - If on-site food service is not offered, provide information on local grocery stores and restaurants offering delivery.
  - If food service and food delivery options are not available, asymptomatic guests in self isolation can leave to obtain groceries.
- Support self-isolated guests to procure prescriptions and medications.
  - Provide information on local pharmacies offering delivery.
  - If pharmacy delivery is not available, asymptomatic guests in self-isolation can leave to obtain prescriptions and medications.
- Asymptomatic self-isolated guests can leave the hotel to attend critical appointments.
- Please note: Self-isolating guests who are also essential workers are subject to different guidance.

## 3. Sector specific Guidelines- Hotels

In addition to sections 1, 2 consider the following areas unique to hotels

### 3.1 Guest Transport

Suspend if it is not necessary for *Phase 3*

If Operating:

- Based on the BCCDC guidelines consider offering a mask to guests not wearing masks

- Consider having hand sanitizer available in the vehicle
- Frequently disinfect inside the vehicle and all handles
- Consider reviewing if the driver section can be segregated with a temporary plastic or a transparent sheet
- Recommend a plastic lining for luggage transportation areas in the vehicle
- Recommend having no Guests in the front seat of the vehicle

### 3.2 Meetings & Events

It is recommended that meetings and events are designed to follow BCCDC Physical Distancing guidelines to ensure the direction, guidance and enhanced protocols they provide meet the requirements set out by the Provincial Health Officer and WorkSafeBC as outlined in BC's Restart Plan. Important to note, these are not public gatherings. In most cases these are business events, controlled and managed with a dedicated agenda and detailed timelines.

Hotels will work in collaboration with meeting and event organizers on the following suggested recommendations and initiatives.

#### Mitigation & Response Strategy:

- Develop and communicate to all involved in the planning and execution of each event a concise mitigation and response strategy

#### Space Allocation:

- Maximum capacities of hotel ballrooms and event spaces will be decreased by appropriate percentages in order to allow for proper physical/social distancing for both seated and standing areas
- Registration and door attendants to monitor capacities and advise once maximized

#### Floorplan Layouts:

- Distanced seating configurations in plenary and meeting rooms to meet physical/social distancing guidelines.
- Decreased seating capacities at dining tables

#### Event Design & Flow

- Guest flow design to reduce crowding and maintain physical/social distancing  
(Examples: Create designated one-way walking paths to various rooms; designated "in" and "out" doors for meeting rooms and ballrooms.
- Staggered and designated arrival times for guests to avoid crowd surges
- Self-serve registration either on personal electronic devices or at one-person kiosks which are sanitized after each use.
- Protective barriers where appropriate to shield registration, meeting zones and collaborative tables.
- Controlled access via elevators and stairways to minimize congestion and maximize accessibility  
(Note: consider elevator attendees on lobby and meeting level floors to push buttons and sanitize).
- On-site signage and event app notifications reinforcing the guidelines for social distancing, personal hygiene (ie. in washrooms) and sanitation practices, controlling flow and congestion, informing about symptoms and how to respond.

- Create for down-time for attendees in programming of events to allow for sanitization of rooms, furniture, venue touch-points.

#### Health & Sanitation for Attendees:

- On-Site Health & Safety Briefing to cover protocols and best practices for all staff, venue contractors and event organizers
- Hand sanitizing stations at key points of entry to meeting and event spaces
- Access to additional restrooms to minimize congestion and traffic to these spaces.
- Schedule cleaning staff to sanitize restroom, spaces, door handles, touch-points on a regular basis.
- Provide hand sanitizer and/or disinfecting wipes in restrooms, registration areas and in meeting spaces.
- Create an open-door policy to meeting rooms avoiding the need to touch door handles

#### Communication to Attendees:

- Pre-event communications regarding best practices for travel, guidelines and expectations at the meeting hotel and venue to attendees so they know in advance what protocols to expect, which can include:
  - Refrain from shaking hands
  - Physical/Social Distancing protocols
  - Handwashing
- Collect personal contact information in advance for all attendees, staff and venue contractors for on-site communication and tracing in case of an outbreak.

##### *3.2.1 Pre-event and Set Up:*

- Based on the BCCDC guidelines ensure staff is wearing appropriate Personal Protective Equipment
- All 3<sup>rd</sup> party vendors to follow hotels protocol – refer to vendor guidelines in the Back of the House Section
- All unnecessary furniture and touch points should be removed from the room
- All surfaces are to be cleaned and disinfected prior to the event (chairs, tables, service bars)
- Consider using no linen on tables. If not possible, linen needs to be changed between every use
- Frequent disinfecting process and schedule. Refer to Public Space Section
- No items in the center of the table, such as glassware, water jugs or candy
- Bottle water recommended
- Consider locking event when not in use – especially if set up has been completed

##### *3.2.2 Event Execution and Service*

- Recommendation to have no Buffets in Phase 3. If this is not possible, have employees serve the food. Install physical barrier (e.g. plexiglass) or ensure employees use appropriate PPE. Safe food handling practices should also be followed.
- Consider designating an employee to observe and ensure Physical Distancing is maintained
- Consider providing cutlery as a roll-up once the Guest has sat down or prior to service. It should not be left on the table during set up
- Have hand sanitizer available in function room
- Consider individual portion packs for condiments, or serving condiments by trained employees.
- Clearly mark physical distancing for bars and service stations

- Bartenders/anyone taking payment recommended to be behind a plexiglass shield or maintains appropriate social distance – this applies for the preparation of drinks as well
- Payment is recommended to be made via tap (including gratuities)

### 3.2.3 *Completion and 'Take Down'*

- All surfaces to be cleaned and disinfected – chairs, tables, service bars

## 4. Sector Specific Guidelines- Backcountry Lodges

In addition to sections 1, 2 and 3, consider the following areas unique to back country lodges

### 4.1 Transportation

#### 4.1.1 *Helicopter Transfer:*

Refer to your helicopter carrier guidelines for passenger allowance in the helicopter.

#### 4.1.2 *Staging Area:*

Respect physical distancing, consider scheduling your guests to present themselves at your staging area at different times. Allow enough time for passengers to disembark from helicopter to allow for adequate distancing and prevent crowding.

#### 4.1.3 *Loading/Unloading Helicopter:*

Since it is impossible to maintain physical distancing, passengers will be required to wear PPE. Employees should also be protected while loading and unloading guests. Handwashing facilities or sanitizer must be made available before and after the helicopter ride. Garbage can should be provided to dispose of gloves after unloading the helicopter.

#### 4.1.4 *Gear Handling:*

Workers should respect physical distancing and wear appropriate PPE while handling luggage.

#### 4.1.5 *Use several vehicles for transportation / individual*

When more than one worker is traveling, physical distancing practices apply. Shared travel with more than one person should be minimized. Guests should drive independently or with whom they will share their accommodation with.

If physical distancing is not possible, passengers should wear PPE.

### **Buses & Vans**

- Load and offload passengers by the rear doors if possible or establish a rule that the driver is last-on, first-off of the bus.
- Allow for enough time for passengers to disembark from vehicles to allow for adequate distancing and prevent crowding.
- Create spacing between riders such as staggering where people sit (e.g. aisle to window, alternating per row).
- Consider installing physical barriers that can minimize spread of droplets.
- Handwashing facilities or sanitizer must be made available before and after the bus ride.

**Truck/Car/Vans/Buses:** At the start of each working day and throughout the day, drivers clean and disinfect frequently touched surfaces in the vehicles using an alcohol-based cleaner or disinfecting wipes.

High touch or key contact points include:

- door handles (inside and out)
- window buttons
- steering wheel and controls
- wiper and turn signal handle
- shifter
- dash controls + buttons
- ventilation grilles and knobs
- rear-view mirror
- armrests
- grab handles, seat adjusters
- seat belt buckles
- radio and communication devices

## 4.2 Communications

### 4.2.1 *Pre-trip screening and Communication*

It is recommended that all workers and guests verify they have completed the BC COVID-19 Self-Assessment tool or complete a pre-trip declaration before being allowed to travel to the lodge. A copy should be provided to guests in advance, and it should be made clear in all communications that anyone experiencing symptoms within 14 days of their trip will be barred from traveling to the lodge. See Appendix 3 for a sample declaration form.

Operators should modify their policies to make it less punitive for workers and guests to stay home if they have shown any symptoms in the 14 days prior to the trip.

Guests should be advised to bring a mask and hand sanitizer sufficient for helicopter transportation with them.

### 4.2.2 *Guest briefings*

An in depth briefing on the lodge specific COVID management plan should be conducted at the beginning of the trip.

A daily safety briefing should be used to remind guests of the rules and to confirm the absence of symptoms. Guests should be encouraged to immediately bring any symptoms to the attention of staff members.

Physical distancing must be maintained during briefings.

### 4.2.3 *Daily symptom checks*

All workers and guests should complete a quick daily symptom check. Refer to section 5 if symptoms are reported

## 4.3 Food Service Guidelines

### Refer 2.10.11- Food & Beverage

## 4.4 Lodging

### 4.4.1 *Guest Accommodation Guidelines*

Members of different households should not be placed in the same shared accommodation space.

In cases where this is not possible, shared accommodations should be arranged in such a fashion that beds are at least 2m apart and head-to-toe where possible. If beds cannot be at least 2m apart, use temporary barriers between beds, such as curtains, to prevent droplet spread while sleeping, and sleep head-to-toe.

None of the individuals in a shared accommodation can be ill or meet a criterion that requires self-isolation requirements. Any individuals that are ill or require self-isolation must be immediately moved into separate facilities, otherwise all individuals in the accommodation unit would have to be placed in self-isolation.

### 4.4.2 *Storage of Personal Items*

Contact with another individual's personal items poses risk of indirect transfer of the virus. All personal items should be kept in locations where there is no risk of incidental contact by other workers or lodge guests.

### 4.4.3 *Outdoor Gear*

Personal gear and clothing, including Gore-Tex outer layers, insulating layers, leather gloves, backpacks, and ski boots may have droplets on them as a result of use and could transmit infection to another worker or Lodge guest.

Lodge operators may provide individual "lockers" or cubbies within existing "drying room" areas, but should ensure that these lockers are constructed in a way that prevents incidental contact with another individual's personal gear.

If adequate space is not available in existing drying rooms to provide cubbies or otherwise prevent incidental contact with another individual's gear, lodge operators may consider making it possible for workers and guests to store and dry their gear in their own accommodation space. Additional ventilation and heat sources sufficient to dry outdoor gear may be required.

### 4.4.4 *Other Personal Items*

Mobile phones, water bottles, coffee mugs, headlamps, reading materials, and other personal items may have droplets on them and could transmit infection to another worker or lodge guest. These items must not be left in common areas. Lodge operators may consider removing surfaces (coffee tables, etc.) where these types of objects commonly accumulate.

### 4.4.5 *General Cleaning Guidelines*

#### Refer Section 2.1

#### 4.4.6 Personal Hygiene Amenities

##### 4.4.6.1 Saunas

All sauna facilities must be closed.

##### 4.4.6.2 Showers

Shared shower facilities must be cleaned and disinfected daily.

For lodges without plumbing for hot and cold water in shower stalls, bucket or bag type showers are acceptable. Bucket or bag type showers may be prepared by the individual if water is available at a tap or valve that can be easily disinfected, but if water must be obtained using a “dipper” or other similar method from a pot or cistern the shower bucket / bag must be prepared by a trained worker using gloves.

Existing facilities previously used as saunas may be used for guest bathing or showering if equipped and configured in a way that allows the space to be easily and effectively cleaned and disinfected. If used for bathing, interior temperatures should be kept below 30 C. Sauna rooms must not be used for sitting or steam bathing.

If a shower or toilet stall is used by an individual in self-isolation, it must be cleaned and disinfected immediately following use.

##### 4.4.6.3 Handwashing Stations

Lodge operators and workers should model good hygiene practices while with guests, including diligent hand washing with plain soap and water or use of hand sanitizer with a minimum 60% alcohol.

Handwashing stations with soap and water must be made available to individuals in the lodge. Suggested additional locations include placing handwashing stations immediately outside or inside all rooms used for overnight accommodations or food service.

- Handwashing stations may be either permanent or portable if needed in locations inside a lodge where there is a lack of pressurized water.
- Wash stations should be checked, cleaned, and restocked with supplies multiple times per day.
- If wash stations are located inside guest bedrooms, they should be prepared with an adequate supply of soap, sanitizer, and towels prior to the guest moving into their room. Workers should place any supplies, or water needed for a wash station located inside a bedroom at the door of the room. If removal of a discard bucket is required, this should be done by the individual occupying the space where the handwashing station is located.
- Soap and water hand-washing stations can be supplemented with waterless hand sanitizers with a minimum 60% alcohol where appropriate. For example, where supplies are available, each individual can be provided with hand sanitizer for personal use for the duration of the trip.

## 4.5 Managing Covid-19 Symptoms and Outbreak

### 4.5.1 Covid-19 Symptoms

The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include **cough, sneezing, fever, sore throat and difficulty breathing**. Additional

symptoms may include muscle aches, fatigue, headache, loss of appetite, chills, runny nose, nausea and vomiting, diarrhea, loss of sense of smell or taste.

People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.

Some people are more vulnerable to developing severe illness or complications from COVID-19, including older people and those with chronic health conditions.

#### 4.5.2 *What to do if someone shows symptoms*

Workers or guests who determine they may have signs or symptoms of COVID-19 based on the [self-assessment tool](#), must immediately report to the Coordinator, arrange for testing (call 8-1-1), and initiate isolation, while ensuring physical distancing of 2 meters. The person must be evacuated from the facility as soon as possible and should proceed directly to self-isolation.

#### 4.5.3 *What to if a guest or worker tests positive*

Any worker who tests positive will be not be able to return to the facility until they are free of the COVID-19 virus.

Any Team Members who work closely with the infected Team Member will also be removed from the workplace for at least 14 days to ensure the infection does not spread further into the workplace.

Close off, clean and disinfect their work area immediately and any surfaces that could have potentially been infected/touched.

#### 4.5.4 *Isolation procedures*

Lodges have a responsibility to provide safe isolation, monitoring and care for workers or guests that become ill, as well as to protect the workers and guests on site from transmission.

If a worker or guest needs to be isolated, they should be provided a separate room (and bathroom wherever possible) and follow all self-isolation guidance: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation> until they can be evacuated from the facility

You are required to isolate for a minimum of 10 days from the onset of any Covid-19 symptoms. You may return to your regular activities if:

*At least 10 days have passed since the start of your symptoms, AND your fever is gone without the use of fever-reducing medications (e.g. Tylenol, ibuprofen), AND you are feeling better (e.g. improvement in cough, runny nose, sore throat, nausea, vomiting, diarrhea, fatigue).*

Coughing may persist for several weeks, so coughing alone does not require you to continue to isolate. Sometimes people with COVID have mild illness, but their symptoms may suddenly worsen in a few days. If your symptoms worsen or you become short of breath, call your family physician or nurse practitioner for immediate medical attention. If you are unable to reach your regular care provider, seek care in a COVID-19 Assessment and Treatment Centre, Urgent & Primary Care Centre (UPCC) or Emergency Department.

#### 4.5.5 Evacuation Procedures

Guests or staff who have been required to isolate should be evacuated as soon as possible to resume isolation at home or a designated location for 10 days from symptom onset.

Evacuation protocol should include:

- Plan for safe vehicle transport using PPE
- Plan for safe helicopter transport using PPE
- Plan for safe transport from helicopter staging area to isolation location or medical care

#### 4.5.6 Notifying the Health Authority of an Outbreak

Early detection of influenza-like-illness or gastrointestinal symptoms and laboratory testing of symptomatic employees will facilitate the immediate implementation of effective control measures. In addition, the early detection and immediate implementation of control measures are two of the most important factors in limiting the size and length of an outbreak.

An outbreak is when there are two or more cases of fever and/or respiratory symptoms (cough, sore throat, runny nose, and difficulty breathing).

You must notify the local Medical Health Officer if there is an outbreak or if there is a suspicion of an outbreak.

##### **Fraser Health Authority**

Phone: (604) 870-7903

Email: [HPLand@fraserhealth.ca](mailto:HPLand@fraserhealth.ca)

##### **Interior Health Authority**

Phone: (250) 851-7305

Email: [workcamps@interiorhealth.ca](mailto:workcamps@interiorhealth.ca)

##### **Island Health Authority**

Phone: (250) 519-3401

Fax: (250) 519-3402

Email: [gateway\\_office@viha.ca](mailto:gateway_office@viha.ca)

##### **Northern Health - Communicable Disease Hub**

Phone (during business hours): 1-855-565- 2990

On-call Medical Health Officer after hours phone: 1-250-565-2000, press 7 and ask for the Medical Health Officer on call

##### **Vancouver Coastal Health Authority**

Phone: (604) 675-3800 Manager on call Fax: (604) 736-8651

Email: [EHVC@vch.ca](mailto:EHVC@vch.ca)

## 4.6 Field Activities

### 4.6.1 Guided Activities

Physical distancing of 2m between all workers and guests should be maintained during guided field activities. Particular attention should be paid to situations where physical distancing would not be a

traditional part of the guide activity, examples include: regrouping, coaching of technical sections of trail, gear checks, short roping and other mountaineering applications. Field activities should be modified to reduce the likelihood of situations where physical distancing cannot be safely maintained. In general, field activities should be undertaken with a reduced level of risk from normal operations. Less technical routes should be selected to decrease the need for close-proximity guide to guest interactions. Itineraries may be shortened to decrease the risk of injuries or unplanned overnights.

If physical distancing cannot be safely maintained in the field (e.g. guide administering first aid) then all involved individuals (guides and guests) should wear PPE (gloves and non-medical mask). Guides must ensure that all guests are carrying a set of PPEs during field activities, or must carry several extra sets in their first aid kit.

#### 4.6.2 *Staff Outdoor Work*

Staff outdoor work will follow the same considerations with respect to physical distancing, reduced risk tolerance and use of PPE as listed in 3.5.1. Any shared tools will need to be disinfected between use as laid out in section 3.3.2.2.

## 5. Sector Specific Guidelines- Motels

In addition to sections 1, 2 and 3, consider the following areas unique to Motels

### 5.1 Checking in the Guest Curbside

- Prepare a pre-set Zip Lock bag with the guest room key, pen, note pad, instructions, list of food establishments located near the hotel
- Guest calls the hotel, informing of arrival
- Front Desk Team advises guest to stay in their car, and an agent will meet them and check them in curbside (in front of the hotel lobby)
- **Meet the Guest (in the car)** maintaining a safe distance (2 metres) and show the Ziplock Bag with the required items. Communicate with guest from the curbside while ensuring the minimum 2 metre distance. **Place Ziplock Bag with the contents in either of the empty front or back passenger seat.**
- Advise guest of the contents in the Ziplock Bag and direct the guest to the location of their room. If needed, remind guest that their credit card will be charged for the entire stay (This info will be provided to guest at the time of making the reservation)
- Advise guest if they need any additional information, to please call the front desk from their room by pressing '0' from the in-room phone
- Call the Guest Room, and ask the guest if the room is to their satisfaction

## 6. Sector Specific Guidelines- Condo Hotels

In addition to sections 1, 2 and 3, consider the following areas unique to condo hotels.

### 6.1 Extend Stay Cleaning Protocol

- An action plan for extended stay visits protocols for cleaning procedures of suites must be followed. Condo Hotels tend to have apartment-style suites, which are more attractive for more extended stays.

## 6.2 Kitchen Cleaning Protocol

Condo Hotels tend to have more suites with kitchens and require additional cleaning procedures

- Inventory of Kitchen Ware daily
- All dishes and cookware have to be removed from cupboards and washed after guest checkout (Use dishwasher in suite) if possible
- Reduce the amount of kitchen equipment in the suite to bare essentials required
- Sanitation of all appliances after check out.
- Operators must allow extra time to clean suites to guideline standards.
- Paper towels and cleaning products must be available for guest use.

## 6.3 Visiting Trades and Coordination with Strata Management

Condo Hotels tend to have exterior trades coming on-site more often, therefore

- A plan should be developed to educate contractors of the requirements they must follow while on property
- Communication with the strata manager to inform the property of arranged visits by exterior trades must be organized
- Trades must adhere to health and safety protocols, and sign in and out of property
- Trades must stay home from work if they are feeling ill.

## 7. Sector Specific Guidelines- Hostels

In addition to sections 1, 2 and 3, consider the following areas unique to hostels.

### 7.1 Shared Dormitories

- Shared accommodation should be arranged in such a fashion that beds are at least 2 metres apart and head-to-toe. Use temporary barriers between beds, such as curtains, to prevent droplet spread while sleeping
- Frequent disinfecting process and schedule. Consider a log to track cleaning
- Decrease crowding and social interaction, by staggering mealtimes, opening additional dining areas, and cancelling group activities
- None of the residents in an accommodation can be ill or meet a criterion that requires isolation requirements

### 7.2 Guest Kitchens

Follow General Food Service Precautions: BCCDC COVID 19 Guidance to the Hotel Sector

[http://www.bccdc.ca/Health-Info-Site/Documents/COVID19\\_GuidanceHotelSector.pdf](http://www.bccdc.ca/Health-Info-Site/Documents/COVID19_GuidanceHotelSector.pdf)

- Implement a used dishes sanitizing process which may include the following:  
[http://oasis.vch.ca/media/TwoSinkWarewashingMethodMobile\).pdf](http://oasis.vch.ca/media/TwoSinkWarewashingMethodMobile).pdf)
- Implement a plan to ensure physical distancing in guest kitchens, some options include:
  - Block alternate sinks and workstations
  - Assigning kitchen availability to specific rooms or dormitories
  - Morning and evening timetables. Scheduled access by rooms or bed numbers
  - Spacing furniture or reducing seating in breakfast and common areas

- Markers on floors

### 7.3 Shared Bathrooms

Hostels should implement a plan to ensure physical distancing in shared washrooms, as well as implement heightened cleaning schedule, some options include:

- Block alternate sinks in multi-use bathrooms
- Assigning bathrooms to specific rooms or dormitories

Morning and evening timetables. Scheduled access by rooms or bed numbers

## 8. Sector Specific Guidelines- Bed & Breakfasts

Refer to sections 1, 2 and 3

## 9. Sector Specific Guidelines- Campgrounds

BC Lodging and Campgrounds Association has developed sector specific guidelines for preventing the transmission of COVID-19 for operators of RV Parks, Campgrounds and Resorts with Cabins, Cottages and Ready to Camp glamping. These guidelines can be found here <https://www.travel-british-columbia.com/wp-content/uploads/2020/06/BCLCA-COVID19-Guidelines-Document.pdf>

# Take the Time to Wash Your Hands

## It's the most effective way to prevent the spread of germs

**Wet hands with running water.**

**Apply soap and scrub palms, backs of hands, wrists, between fingers and under nails.**

**Scrub for at least 20 seconds.**

**Rinse thoroughly under running water.**

**Dry hands with a single use towel.**

**Use the towel to turn off the faucet.**

**No soap and water? Use hand sanitizer.**

**Apply enough product on hands to cover all surfaces, and rub hands until they're dry.**

**CCOHS.ca**  
Canadian Centre for Occupational Health and Safety

## Appendix 2: Glove Donning and Removal

### Technique for donning and removing non-sterile examination gloves

When the hand hygiene indication occurs before a contact requiring glove use, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water.

#### I. HOW TO DON GLOVES:



1. Take out a glove from its original box



2. Touch only a restricted surface of the glove corresponding to the wrist (at the top edge of the cuff)



3. Don the first glove



4. Take the second glove with the bare hand and touch only a restricted surface of glove corresponding to the wrist



5. To avoid touching the skin of the forearm with the gloved hand, turn the external surface of the glove to be donned on the folded fingers of the gloved hand, thus permitting to glove the second hand

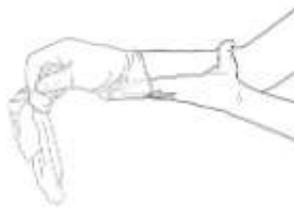


6. Once gloved, hands should not touch anything else that is not defined by indications and conditions for glove use

#### II. HOW TO REMOVE GLOVES:



1. Pinch one glove at the wrist level to remove it, without touching the skin of the forearm, and peel away from the hand, thus allowing the glove to turn inside out



2. Hold the removed glove in the gloved hand and slide the fingers of the ungloved hand inside between the glove and the wrist. Remove the second glove by rolling it down the hand and fold into the first glove



3. Discard the removed gloves

4. Then, perform hand hygiene by rubbing with an alcohol-based handrub or by washing with soap and water

## Appendix 3: Personal Protective Equipment

-  Recommended
-  Optional
-  Not required

Hazard Risk Factors	Cloth Face Covering/Non-Medical Mask	Respirator N95 or better (fit tested)	Gloves	Eye Protection: Glasses, Face Shield, Physical Barrier	Apron/Gown/ Disposable Coverall
					
Close Proximity to Co-Workers	 Optional – if not able to maintain physical distancing			 Optional – if not able to maintain physical distancing	
Close Proximity to Public	 Optional – if not able to maintain physical distancing			 Optional – if not able to maintain physical distancing	
Close Proximity to Potential Inate Individual – Spitting/Coughing			 Optional		 Optional
Close Proximity to Sick Persons					
Caring for a Sick person					
Providing CPR/Procedure Producing Aerosolized Droplets on a Sick Person. <b>Non medical mask must be placed on patient.</b>					
Entering Private Residence	 Optional – if not able to maintain physical distancing, or upon resident request due to vulnerable person		 Optional – Hand Hygiene mandatory	 Optional – if not able to maintain physical distancing	 Optional
Cleaning Biohazard/ Splashing					
Cleaning Biohazard/ Non-splashing					
Handling Mail/ Packages/ Internal Paperwork			 Optional – Hand Hygiene preferred		
Customer Service Counters	 Optional – if not able to maintain physical distancing or physical barriers are not in place		 Optional if exchanging documents/ other materials with customers	 Optional – if not able to maintain physical distancing or physical barriers are not in place	