



BRITISH COLUMBIA
HOTEL ASSOCIATION

BC STEP 2 REOPENING PROTOCOL GUIDE



RESOURCES TO HELP YOU NAVIGATE BC'S RESTART

This resource guide was developed by the British Columbia Hotel Association to help BC hotels transition as our industry recovers from the COVID-19 pandemic. Many protocols and best practices were implemented at the beginning of the pandemic, and as restrictions ease, many expectations surrounding safety protocols will begin too as well. This guide will be updated as additional information becomes available. Visit bcha.com for the most up-to-date information.

CONTENTS

GENERAL GUIDELINES	2
CLEANING & DISINFECTION	3
LAUNDRY	4
FOOD & BEVERAGE	5
GATHERINGS & EVENTS	7
HOTELS WITH SELF-ISOLATING GUESTS	8
ADDITIONAL INFORMATION	8

GENERAL GUIDELINES

- To reduce the likelihood of catching the virus, follow [BC Centre for Disease Control \(BCCDC\) recommendations](#):
 - wash your hands often with soap and water for at least 20 seconds
 - avoid touching your face
 - cover your mouth and nose with your arm or a tissue when coughing or sneezing
 - avoid others who are unwell
 - stay home when you are sick
 - avoid greeting with handshakes and consider hands-free greetings, such as a wave
 - register for two doses of a federally approved COVID-19 vaccination. All people 12+ can now [get a vaccine appointment](#)
- British Columbia's Chief Medical Officer of Health, Dr. Bonnie Henry, and [the BCCDC](#) advises that anyone who has travelled outside of Canada should self-isolate for 14 days and monitor themselves for symptoms of illness until they receive a negative COVID-19 test. This applies to both guests and staff.
- Make sure employees know they should report respiratory illness to their employer. If they develop symptoms, they seek a COVID-19 test at a [BCCDC-approved testing facility](#) and should self-isolate at home until they receive their results. Symptoms include cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath. Those with symptoms may wish to also:
 - visit [Government of British Columbia Self-Assessment Tool](#) for further guidance
 - contact 811 if requiring further health advice
 - call 911 if there is an emergency
- COVID-19 is spread mainly by coughing, sneezing or direct contact with a sick person, or contact with surfaces a sick person has recently touched. COVID-19 can also be spread where droplets (like from a cough or a sneeze) land on a surface which someone then touches. If that person puts their hands near their mouth, nose or eyes, the person may become ill.
- If you have specific health-related concerns about staff or guests, call [Health Link 811](#).
- Continue encouraging guests and staff to follow physical distancing guidelines, establishing capacity limits based on 5 square metres of unencumbered space per person.
- Post occupancy limits and where practical, directional signs to keep people moving in the same direction and not congregating
- All businesses are required to have a WorkSafeBC COVID-19 Safety Plan and are required to continue operating under their plans to return to workplaces. Workplaces must ensure that all workers and customers maintain appropriate physical distance and wear masks in indoor common areas. [Review the WorkSafeBC COVID-19 Safety Plan documentation](#).

CLEANING & DISINFECTION

The BCHA always encourages all hotels to adhere to the highest standards of cleanliness and disinfection. Proper disinfection is essential to continue reducing disease transmission.

- [BC CDC Guide for Hotels and Tourism](#)
- Masks are mandatory in all indoor, public space unless you are eating or drinking, as outlined in the [EPA mask mandate order](#). Spaces include elevators, hallways, lobbies, stairwell. A face shield is not a substitute for a mask as it has an opening below the mouth. Exemptions for mask use include:
 - People with health conditions or with physical, cognitive or mental impairments who cannot wear one
 - People who cannot remove a mask on their own
 - Children under the age of 12
 - People who need to remove their masks to communicate due to another person's hearing impairment
- Staff should wear gloves if there is the potential for them to be exposed to an infected individual or contaminated items. Ensure staff know the [correct procedure for glove removal and disposal](#) (we also recommend that you print this poster off and post in your housekeeping and laundry areas). Wash hands immediately after gloves are removed.
- *Cleaning* refers to the removal of visible dirt, grime and impurities. *Cleaning* does not kill germs, but helps remove them from the surface. *Disinfecting* refers to using chemical to kill germs on surfaces. This is most effective after surfaces are cleaned. Both steps are important to reduce the spread of infection.
- **Continue increased frequency of cleaning & disinfection of high-traffic areas and high-use items** such as door knobs/handles, menus, handrails, elevator buttons, light switches, Video Lottery Terminals, PIN pads, desktops, washrooms, keyboards, counters, and pens.
- Use a disinfectant that has a Drug Identification Number (DIN) and a virucidal claim. Be sure to follow the instructions on the label to disinfect effectively. Alternatively, use a bleach/water solution with 100 ml of unscented household bleach per 900 ml of water.
- Be sure to take the appropriate precautions when using chemicals for cleaning and disinfecting. Consult the products Safety Data Sheets and use PPE if required. Staff should be trained to remove PPE without contaminating hands.
- Do not mix bleach with vinegar, ammonia, or rubbing alcohol, as this produces toxic results. In addition, hydrogen peroxide combined with vinegar is highly corrosive.
- Review cleaning & disinfection and [disposable glove procedures](#) with all staff, not only those in the Housekeeping department.
- **Place hand sanitizer stations in high traffic areas.**

LAUNDRY

- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands thoroughly immediately after gloves are removed.
- If possible, do not shake laundry (minimizes possibility of dispersing virus through the air).
- Launder items using the warmest appropriate water setting and dry items completely.
- Clean and disinfect clothes hampers according to guidance for environmental cleaning; consider using a bag liner that is disposable or a liner that can be laundered.
- Launder any removable cloth/plush items.
- Steam cleaning can be used for areas that are likely to be contaminated but cannot be laundered (plush chairs).

FOOD & BEVERAGE

Currently, the following regulations apply to gatherings in British Columbia: [BC PHO on Food and Liquor Serving Premises](#). See also [WorkSafe BC recommendations for further guidance](#).

- Certain temperatures and chemical requirements apply to Public Health recommendations; see [BCCDC and Provincial Health Services Authority Dishwashing Requirements](#) for more details.
- Indoor and outdoor dining for groups is limited to up to 6 people (not restricted to your household or bubble)
- Self-serve snack and non-alcoholic beverage stations are permissible but must follow the following guidelines:
 - hand washing facilities or alcohol-based sanitizers must be within easy reach of the station;
 - signs reminding patrons to wash or sanitize their hands before touching self-serve food, drink or other items, and to maintain a two-metre distance from other patrons, must be posted at the self-serve station;
 - frequent sanitization of high touch surfaces at the station
- Liquor service at restaurants, bars and pubs has been extended until midnight. Unless full meal service is provided, premises which are licensed to serve liquor must close between 1:00 am and 9:00 am and all patrons must vacate the premises. If a full meal service is provided, premises may stay open, but liquor service must not resume until 9:00 am the following day.
- Patrons must remain seated but can stand to play pool, billiards, snooker, or darts, or bowl with a maximum of five other people who are in the same party. All patrons must keep a barrier of two meters between theirs and other parties.
- Collection of personal information is no longer required
- Amplified music is now allowed (i.e., music can be louder than background level)
- Events will be allowed at food and liquor serving premises per the indoor organized gatherings rules (i.e., maximum 50 people in attendance). Taking contact information will be required for events.
- Businesses must monitor the number of patrons present on your premises and ensure that the number present does not exceed the maximum number in your safety plan
- Singing, dancing and karaoke, remain restricted.
- If music is provided by a live performer or performers, or a disc jockey, a physical barrier must be installed between the performers or disc jockey and the patrons which blocks the transmission of droplets produced by the performers or the disc jockey, or there must be at least a three-metre separation between performers and patrons.
- Food handlers must **wash hands** even if they have no disease symptoms:
 - Before starting work
 - Before handling cooked or ready-to-eat food
 - After handling or preparing raw food
 - After handling waste
 - After cleaning duties
 - After using the toilet
 - After blowing their nose, sneezing or coughing

- After eating, drinking, or smoking
- After handling money

- **Review cleaning & sanitation procedures with all members of the Food & Beverage team.**

- Review cleaning & disinfection products and procedures with vendors to ensure the products you use are adequate.

- **Follow respiratory hygiene by covering your mouth when you cough or sneeze and wash your hands afterwards.**

- **Avoid touching your eyes, nose or mouth.**

- **Discard any foods that may have been contaminated** (including from coughs or sneezes).

- **Clean and sanitize utensils and surfaces in the kitchen regularly** using your regular sanitizing solutions (QUATs or chlorine).

GATHERINGS & EVENTS

Currently, the following regulations apply to gatherings in British Columbia:

[BC PHO on Gatherings & Events](#)

- Indoor seated organized gatherings of up to 50 people are allowed with a COVID-19 Safety Plan in place. If guests are not seated, guests must maintain a distance of 2 metres from one another, unless they live in the same household. These could include things like:
 - [An indoor wedding ceremony](#)
 - A business meeting in a hotel
- Outdoor organized gatherings of up to 50 people are allowed with a COVID-19 Safety Plan in place. These could include things like:
 - A small outdoor concert
 - An [outdoor wedding ceremony](#)
 - Outdoor live theatre performance
- 50 people can attend inside, seated event at banquet halls, and in addition to the rule for other inside events, there is no self-serve food or liquor allowed. If meals are provided at an event
 - meals must not be provided by means of a self-service buffet
 - participants must be seated at tables
 - the meals must be
 - served to seated participants at their tables
 - served from a serving counter on plates handled by serving staff only
 - provided in pre-packaged take-away containers, which are either collected by participants from a distribution point, or delivered to seated participants by serving staff
- **Increase daily cleaning and disinfection of common areas and surfaces**, including bars, tables, or doorknobs. *Cleaning* refers to the removal of visible dirt, grime and impurities. *Cleaning* does not kill germs but helps remove them from the surface. *Disinfecting* refers to using chemical to kill germs on surfaces. This is most effective after surfaces are cleaned. Both steps are important to reduce the spread of infection.
- **Avoid providing common water coolers or other lobby snacks to guests.**
- **Encourage customer hand hygiene before eating**; provide properly stocked customer handwashing facilities and hand sanitizer stations where possible.
- **Ensure outlets are set up to support physical distancing.** Offer pick up or room service where possible.
- Risk of transmission on dishware is low; **dishes from meals can be washed/sanitized using regular procedures** (sanitizing dishwasher). Read [BCCDC and Provincial Health Services Authority Dishwashing Requirements](#) for guidelines to ensure proper cleaning and sanitization.

HOTELS WITH SELF-ISOLATING GUESTS

Some British Columbia hotels continue to receive bookings for guests that need to self-isolate. We have developed a printable guide of [suggested procedures](#) to help keep your staff and guests safe in this situation.

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ADDITIONAL INFORMATION

**The BCHA is here to assist British Columbia hotels.
Please contact us if you require additional information or support.**

Watch bcha.com for updates about COVID-19 in British Columbia and resources to help you manage the situation at your property. A [list of resources](#) can also be found on ahla.ca.

If you have additional questions or concerns, please contact Mike Macleod, Director, Member & Business Development, at mike@bcha.com.