

Public Spaces and Housekeeping Protocols

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- Director, Member & Business Development –Mike Macleod



BRITISH COLUMBIA
HOTEL ASSOCIATION

BCHA Team



Ingrid Jarrett –
President & CEO



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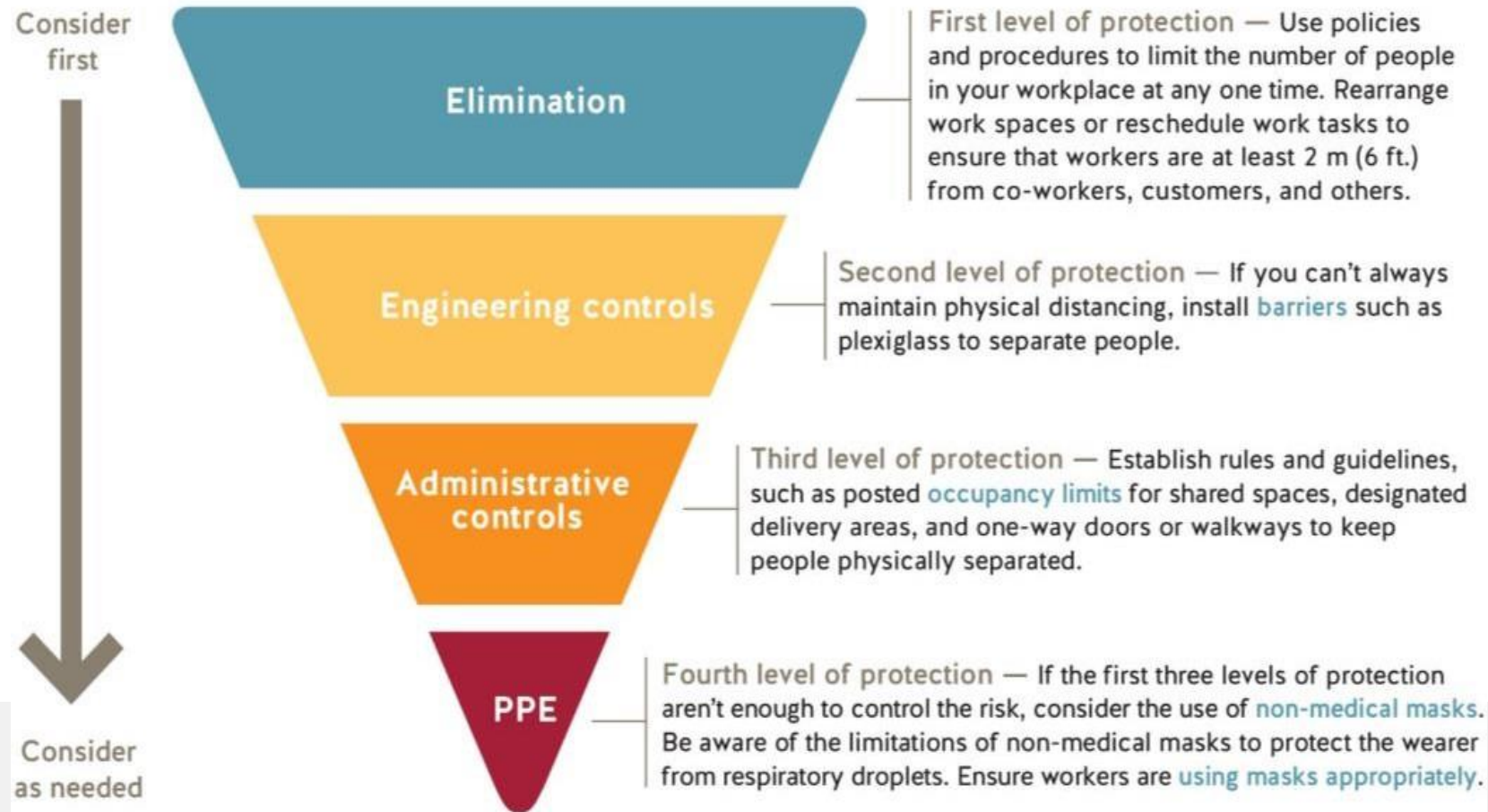
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Communication

- Website
- Reservations
- Confirmation Emails
- Pre-Arrival Emails
- Telephone Recording
- In-Room Procedures
- Public Space Signage
- Food & Beverage Signage
- Check In Communication
- Valet Service/Parking
- Bell Service
- In-Room Dining/ Food Delivery Protocols
- Safety Plan



Safety Plan/Reducing Risks





Creating a Safety Plan



Develop Policies

Guidelines Related to COVID-19



SICK LEAVE
POLICY

PERSONAL
HYGIENE
POLICY

WORKING
ALONE POLICY

BULLYING &
HARRASSMENT
POLICY



Monitor Your Workplace



EFFECTIVE
SUPERVISION

CHECKLISTS +
REPORTS

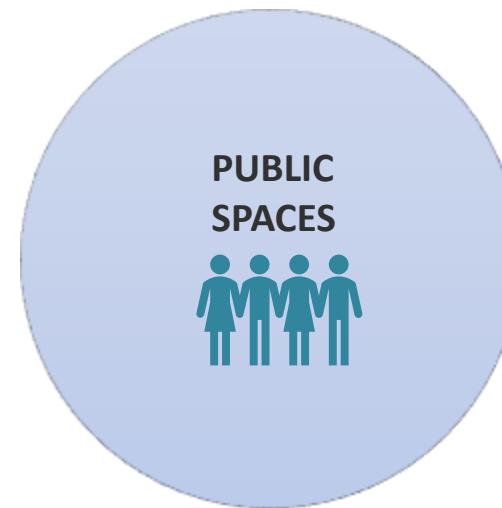


EMPLOYEE
CONTACT

MAINTAIN
RECORDS/
CONTACT
TRACING



Pools, Public Spaces & Spas



PHYSICAL DISTANCING | USE SCHEDULE | FREQUENT DISINFECTION | ENTRANCE/EXIT



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Housekeeping

DURING GUEST STAY



- No stay over service
- Ensure full supply of guest needs prior to stay
- Communicate in room process for additional amenities
- Drop-off needed supplies at door
- Provide bag for used linen and waste collection at door

AFTER GUEST STAY



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



Isolating Guests

In the case that a guest tests positive for COVID while in house, please follow the below guidelines:

- Firstly, the guests should be asked to call 811 and follow the advice given
- If the guests have used their own vehicle to get there, they should return home if their symptoms are not severe (in their own vehicle) and get tested at their place of residence. They should be reminded to wear masks if they need to stop on the way.
- If they need to take public transportation (including transfers, flights) to return to their residence, then they will not be able to return and will have to test locally and isolate in their room until they get the results. They will have to quarantine if they test positive.
- The hotel can also call their local health authority for advice based on the specifics of the scenario
- If there were any staff that came in close contact with these guests, they should isolate and monitor symptoms until the tests are returned, and should be encouraged to call 811
- Deep clean all areas that affected guests were known to have visited
- Clear communication on the website and during check in will help avoid surprises. Businesses really need to emphasize that guests should not travel in the first place, if they feel unwell or think they have been around someone who has COVID-19.
- The hotel should have clear policies on cancellation/refunds



WorkSafeBC Inspection

SAFETY PLAN

EVIDENCE OF
IMPLEMENTATION

EMPLOYEE UNDERSTANDING
OF PROCEDURES

FOCUS ON HYGIENE ELEMENTS



Gathering & Events Guidance

- [PHO Gatherings & Events](#)
- [BCHA page](#)



Public Event Processes

Reservations Process

- Reservations
- Timings and Capacities
- Confirmations

Seating

- Host/Hostess
- Check for reservations
- Health & Safety Check
- Host/hostess will bring guests directly to their seats
- Entrance and exit points
- Entrance & exit doors will remain open to avoid touch points

Service

- Beverage Service
- Food Order

Entertainment

- Will be provided behind plexiglass
- Dancing

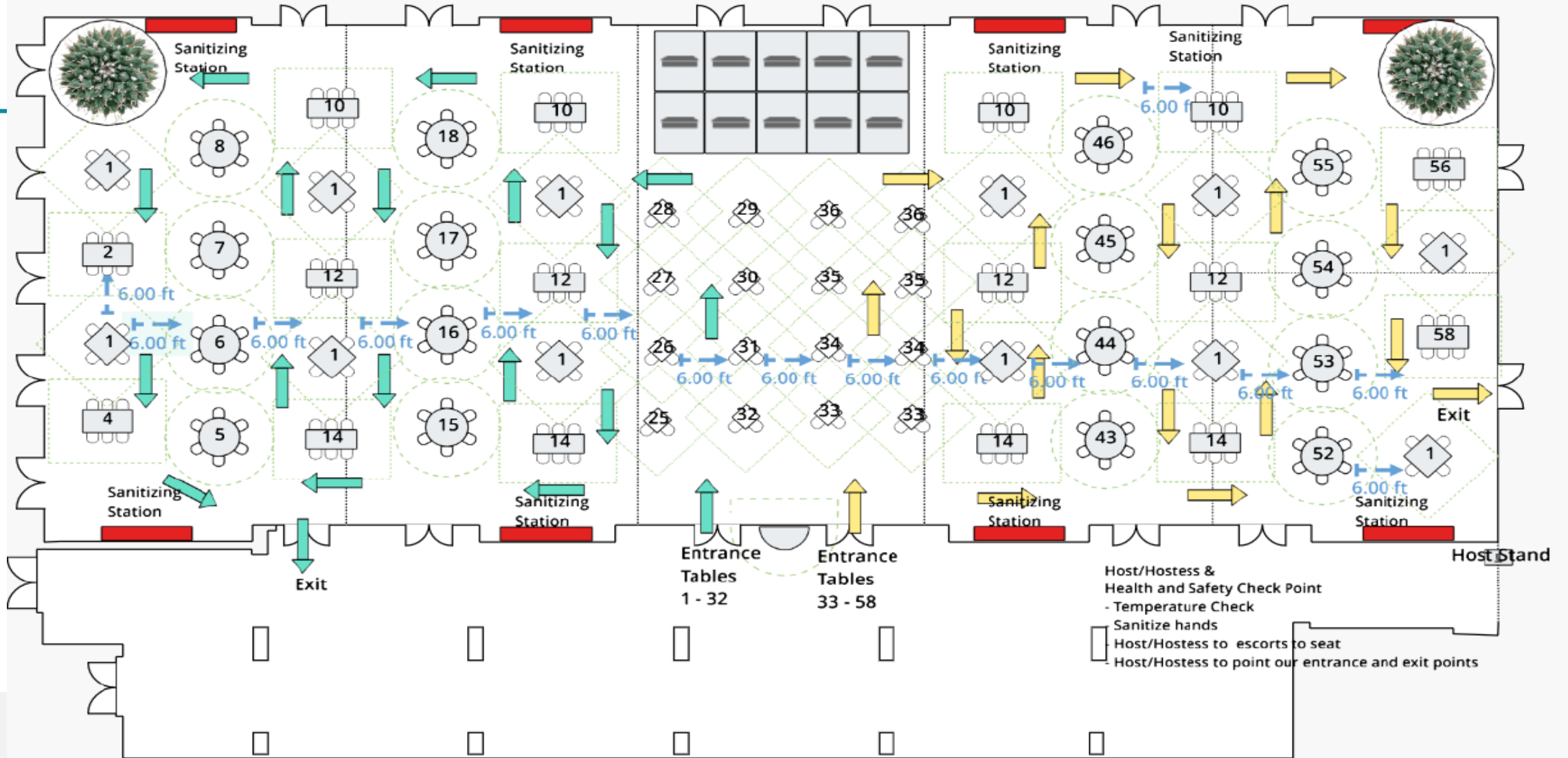
Washrooms

- Capacity
- Increased cleaning of washrooms

Payment



Floor Plan



Resources & Membership

BCHA COVID-19 Recovery Guidelines - <https://www.bcha.com/covid-19-recovery--guidelines.html>

Recovery Resource Guide - <https://www.bcha.com/recovery-resource-guide.html>

Member Benefits Page - <https://www.bcha.com/member-benefits.html>



Q&A

Submitted Questions



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How frequently are most places cleaning restrooms, elevators and other high touch surfaces?

Question 1



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Disinfecting rental gear. Helmets/ Boots/ Goggles

Question 2



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Any specific rules / tips for foodservice spaces?

Question 3



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Open Forum

Instructions:

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



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Youtube - @bchotelassociation



Thank you

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

- Ingrid Jarrett, President & CEO at BCHA – ingrid.jarrett@bcha.com
- Mike Macleod, Director, Member & Business Development – membership@bcha.com

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