

Accommodation Re-Opening Guidelines, Best Practices and Building Your Safety Plan

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COVID-19 Recovery

Best Practices in Hospitality & Building Your Safety Plan



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Housekeeping

DURING GUEST STAY



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

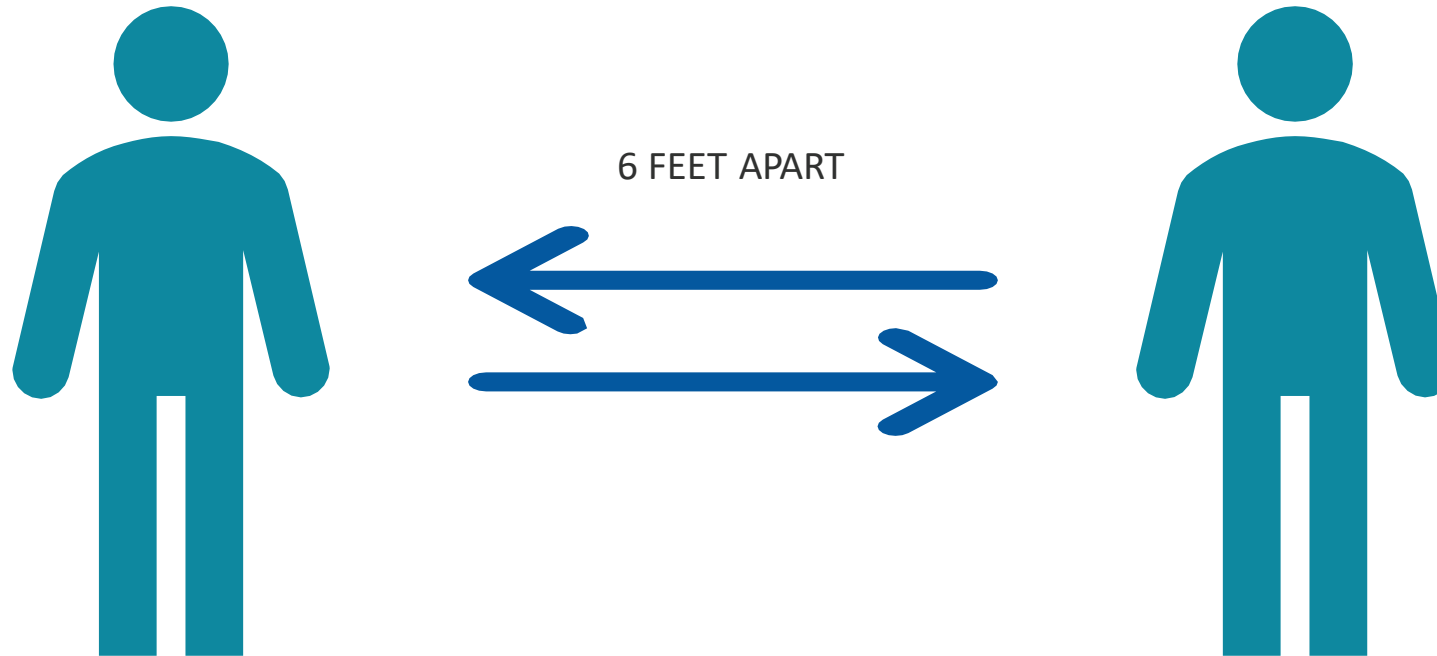
AFTER GUEST STAY



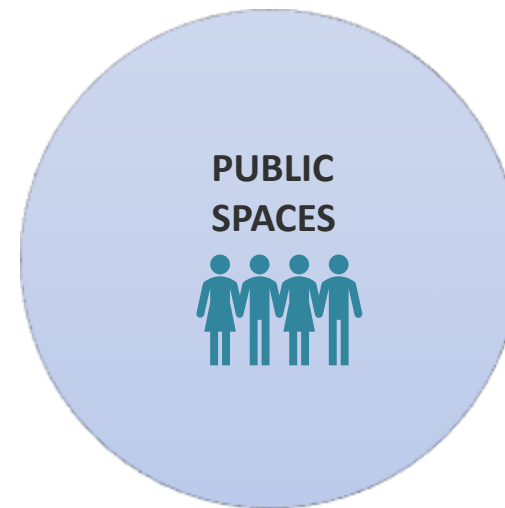
- Wait 3 hours for adequate air exchange
- Ensure personal protective Equipment (e.g., eye protection, mask) is used
- Use disinfectant that has a Drug Identification Number
- Complete a thorough cleaning and disinfection of all hard surfaces, discarding all single-use items



Physical Distancing



Pools, Public Spaces & Spas

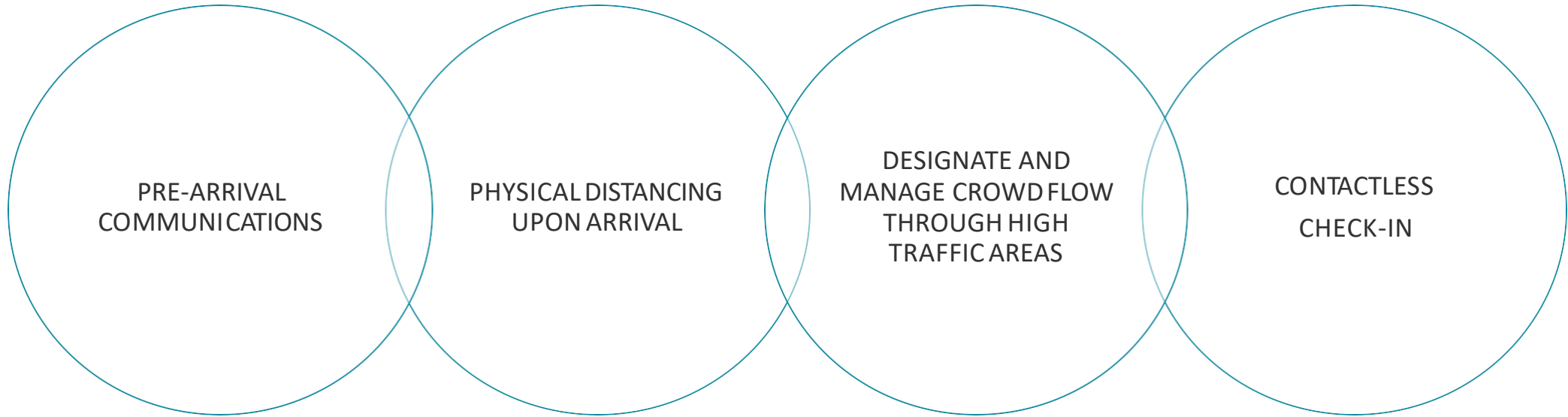


PHYSICAL DISTANCING | CROWD CONTROL | FREQUENT DISINFECTION



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Check-In, Check-Out





Creating a Safety Plan



Assess the Risks

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



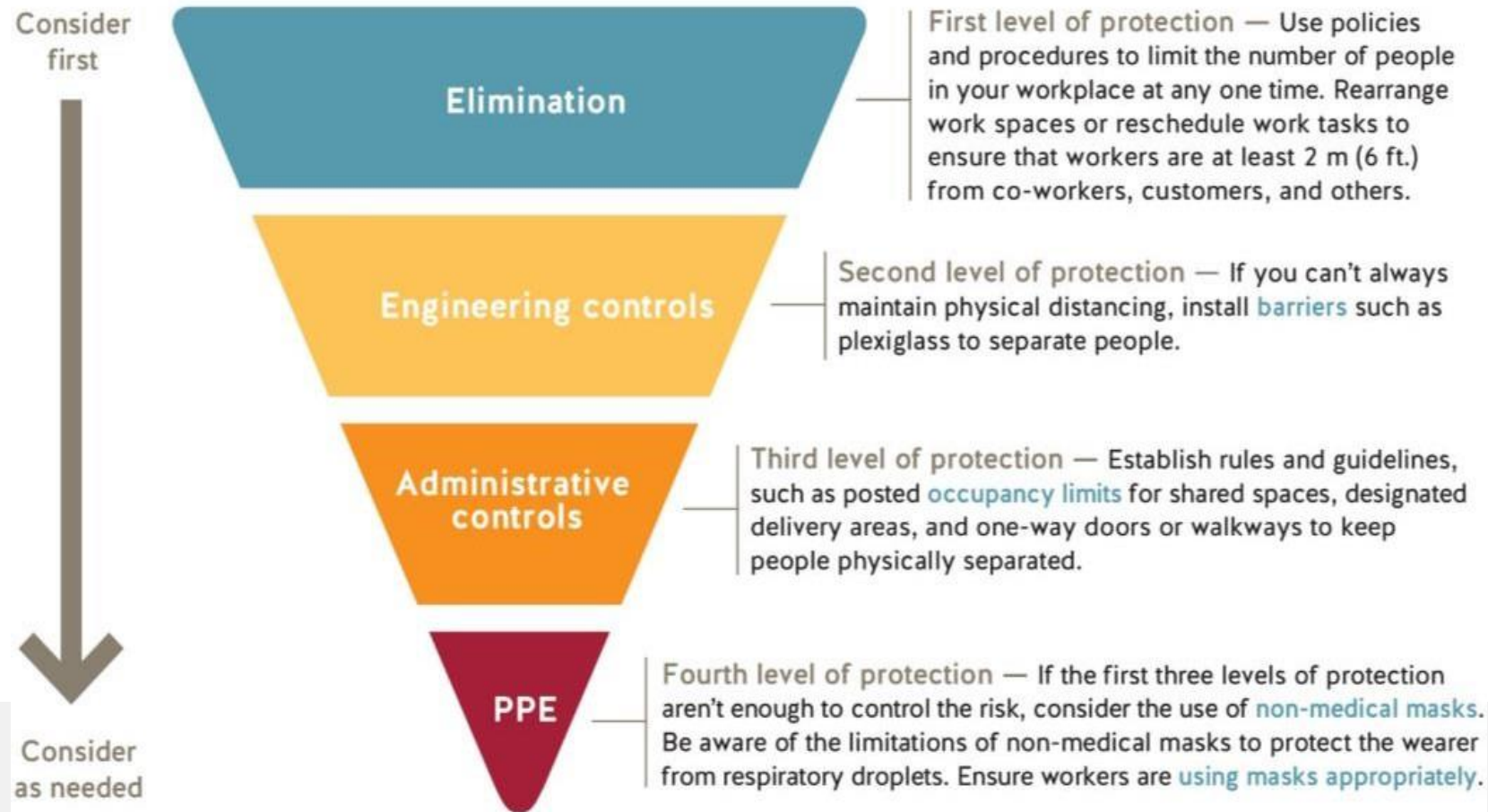
- Shared tools and equipment



- Involve frontline workers



How to Reduce Risks



Develop Policies

Guidelines Related to COVID-19



SICK LEAVE
POLICY

PERSONAL
HYGIENE
POLICY

WORKING
ALONE POLICY

BULLYING &
HARRASSMENT
POLICY



Communications Training



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



Communications Training - Check-in Questions



- Have you been feeling well?
- Have you been outside Canada in the last 14 days?
- Have you been in contact with someone who tested positive for COVID-19?
- Have you been adhering to bubble protocols?
- Don't be the Reason we Lose the Season!



Issues from the Field

- No Stayover
- Garbage
- Linen
- Food Delivery
- In-Room Amenities
- Luggage Handling
- Parking



Monitor Your Workplace



EFFECTIVE
SUPERVISION

CHECKLISTS +
REPORTS



EMPLOYEE
CONTACT

MAINTAIN
RECORDS/
CONTACT
TRACING



WorkSafeBC Inspection

SAFETY PLAN

EVIDENCE OF
IMPLEMENTATION

EMPLOYEE UNDERSTANDING
OF PROCEDURES

FOCUS ON HYGIENE ELEMENTS



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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Updated COVID and mask protocols?

Question 1



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What are industry recommendations for room sanitizing that permits back to back reservations (excluding the 72 hour wait period)

Question 2



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How do we manage a guest testing positive for COVID while on property? Do they stay quarantined or do they get moved? What is the protocol?

Question 3



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Have we learned anything from other ski destinations that might have opened already – ex: Australia or New Zealand?

Question 4



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What are the guidelines for in-chalet service? eg: Private Chefs, Chalet Hosts and daily housekeeping that our domestic VIP guests are requesting for this winter season?

Question 5



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Is there any new research on different surface transmission?

Question 6



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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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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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