

# Hotels, Motels and Other Accommodations

This guidance will help employers and employees of hotels, motels and other accommodation businesses protect themselves and others from COVID-19. Employers, workers, and visitors must follow federal, provincial, and local public health authority directives when at these establishments.

## HOW TO PROTECT YOURSELF AND OTHERS FROM COVID-19

### As an employee:

- Stay informed, be prepared, and follow public health advice:
  - Use reliable sources for credible information about COVID-19, such as the Public Health Agency of Canada: [www.canada.ca/coronavirus](http://www.canada.ca/coronavirus)
- Follow the advice of your local public health authority if you have been in contact with someone known or suspected to have COVID-19.
- Monitor yourself for symptoms of COVID-19. If you have symptoms or you're feeling sick:
  - stay at home and away from others.
  - contact your health care provider or local public health authority and follow their advice
- Keep a physical distance of 2 metres from others when in public.
- Wear a non-medical mask, especially when you're unable to physically distance from others and when performing room service activities.
- Clean and disinfect frequently touched or shared surfaces and objects often.
- If you become sick while at work:
  - Isolate yourself from others in a designated area.
  - Wear a mask, preferably a medical mask.
  - Go home to isolate. Inform your supervisor when you leave.
  - Tell your supervisor which areas you were working in.
  - Avoid taking public transit (e.g., bus, train, taxi), if possible.
  - Contact your local health authority and follow their instructions.
- If you are [at risk of more severe disease or outcomes](#) (over 60 years old, immunocompromised, have chronic medical conditions), limit the time you spend in public and avoid crowds as much as possible.
- Practice good hygiene:
  - Wash your hands often with soap and water for at least 20 seconds or use an alcohol-based hand sanitizer containing at least 60% alcohol.
  - Do not touch your face with unwashed hands.
  - Cough or sneeze into the bend of your arm or a tissue.

# Hotels, Motels and Other Accommodations

## As an employer:

- Notify employees in advance if there are changes to screening measures and policies.
- Actively encourage sick employees to stay home and any self-isolating guests to stay in their room.
- Use a screening questionnaire from a public health authority for all guests and employees.
- Adjust employee schedules to minimize employee numbers at work or on each shift.
- If there are fewer employees available, make sure essential roles such as trained supervision, and first aid or emergency response persons are still present.
- Make sure employees are trained to work safely before replacing the duties of others.

## Encourage healthy practices

- Develop procedures for use of the facility and equipment, keeping in mind cleaning and disinfecting, physical distancing, hygiene, and other requirements.
- Post signs that remind people to follow these practices. Make sure that the signs are appropriate for their age, ability, reading level and language preferences.
- Provide increased hand hygiene facilities that are easy to access by everyone, including those with disabilities.
- Encourage workers to clean and disinfect their personal work environments more often and provide them with the supplies to do so.
- Promote physical distancing of 2 metres and set up physical barriers (e.g., plexiglass windows) when this is not possible.

## Meet occupational health and safety obligations

- Follow all federal, provincial, and municipal public health and occupational health and safety guidelines that apply to your services and activities. Adjust health and safety measures accordingly.
- Consult with hotel associations in your region for solutions and ideas.
- Do everything reasonably possible under the circumstances to protect the health and safety of your workers by providing information, training, cleaning, disinfecting, and personal protective equipment.
- Perform a hazard identification and risk assessment of your facilities and services to decide where and how to implement protection measures.
- Involve your health and safety committee or representative when assessing workplace risks and determining personal protective equipment and training.
- Consult with your local public health authority and occupational health and safety regulatory office for location or site-specific recommendations.
- Have a policy to protect workers from violence and harassment. Guests may react aggressively to new protection measures or limited services.
- In the event of an emergency, established emergency response procedures should still be followed. Make employees aware of these procedures, especially any changes.



# Hotels, Motels and Other Accommodations

## Protecting Employees and Guests

- Post signs to inform guests and employees of current COVID-19 protocols at key locations in the facility (e.g., entrances, elevators, front desk, break rooms, gyms, change rooms, pools, meeting rooms). Post signs in multiple languages, as appropriate for your location and guests. Update your website with the same information.
- Update posters when new information, guidance, and government orders are released.
- Install hand sanitizing stations in high traffic areas (e.g., elevators, main entrance, employee entrance, front desk, restaurant entrances, vehicle loading areas).
- Install physical barriers (e.g., plexiglass) in areas where employees and guests frequently interact in close proximity to each other.
- Place 2 metre floor markers in all areas where guests and employees gather or line up.
- Assess guests and employees for COVID-19 symptoms when they enter.
- Post occupancy limits at the entrances to meeting rooms, elevators, offices, kitchens, laundry rooms, and break rooms.
- Encourage physical distancing for all gatherings (e.g., space out chairs or remove them, mark distances on walls or floors).
- Wherever possible designate one-way routes (e.g., front desk lines, separate staircases for up and down, restaurants, change rooms).
- Use touchless interfaces wherever possible (e.g., processing payments, access to rooms or facilities).
- Disinfect payment devices between uses. If handling cash, follow the guidance from your local public health authority.
- Provide single use items in guest rooms. Encourage guest to take those items when they check out or replace between guests.
- Limit the visitors allowed in shared living accommodations (e.g., chalets, lodges, cabins, hostel rooms, short term rentals). Check with your local public health authority for guidance.

## Additional Protection for Employees

- Stagger shift starts to minimize crowding in gathering areas.
- Schedule small groups of employees together. These cohorts should minimize contact with other cohorts.
- Stagger break times.
- Discourage the sharing of food, cigarettes, cell phones, money, table ware, etc.
- Consider issuing a workplace policy requiring all employees to wear non-medical masks, even if not required by the local public health authority.
- Train staff to recognize COVID-19 symptoms. If employees experience symptoms (or notice symptoms in others), they should immediately isolate themselves, wear a mask (preferably a surgical mask) and notify their manager.
- Train employees on COVID-19 protocols and update training as required.
- While at work, employees should wear freshly cleaned uniforms. After each shift their uniforms should be bagged and washed.
- Regularly review and follow public health orders and recommendations.
- Consider suspending valet and porter services, or make sure staff wash or sanitize their hands after each service.

## If a COVID-19 Case is Presumed

Check the [Public Health Agency of Canada](https://www.canada.ca/en/public-health/services/covid-19/symptoms) website for a current list of COVID-19 symptoms.

- **For a guest, ask them to:**
  - Immediately self-isolate.
  - Take an online self-assessment test (<https://ca.thrive.health/covid19/en>).
  - Contact the local public health authority and follow their directions. If testing is recommended, get tested at the closest testing facility.
  - Wear a mask, preferably medical, whenever they leave their room.
  - Checkout by phone or web. Avoid in-person contact with the front desk.



# Hotels, Motels and Other Accommodations

- **For an employee, ask them to:**
  - Take an online self-assessment test (<https://ca.thrive.health/covid19/en>).
  - Stay home, self-isolate (wear a mask if physical distancing is not possible), and inform their manager by phone or electronically.
  - If at work, inform their manager, provide a list of areas they worked in during their shift, and go home in a private vehicle.
  - Contact the local public health authority and follow their directions.
- Adopt supportive sick leave policies that allow employees to stay isolated when sick.
- Immediately isolate employees that report COVID-19 symptoms in a designated room.
- Thoroughly clean and disinfect the isolation room after use.
- Clean and disinfect all areas in which the sick employee had contact.

## Supporting Guests that are in Self-isolation

- Encourage guests to stay in their rooms. Discourage visitors and staff from interacting with the guest.
- Provide information on local pharmacies that offer medication delivery.
- Ask guests to stay away from common areas or facilities (e.g., ice machines, vending machines, pools, gym facilities, hotel bar/restaurant).
- Ask the guest to wear a medical mask when leaving their room.
- Provide contactless room service for all meals. If on-site food service is unavailable, provide information on local grocery or meal delivery services.
- Encourage guests to open their windows when possible to help increase air ventilation.
- Provide contactless checkout options.
- Provide garbage and laundry pick-up service, when requested. Have staff wear personal protective equipment (PPE) when handling materials.

## Personal Hygiene

- Train staff on proper hand washing. They should regularly wash their hands, especially:
  - at the start of shifts
  - before and after eating or drinking
  - before preparing food
  - after touching shared items or high-touch surfaces without PPE
  - after using the washroom
  - after handling garbage
  - before leaving the hotel
- Train staff on good respiratory etiquette:
  - Cough and sneeze into the bend of the arm or tissue
  - Throw tissues in the garbage immediately
  - Wash hands or use hand sanitizer after they sneeze, cough or blow their nose
- Avoid sharing equipment such as pens, radios, computers or cellphones. If equipment must be shared, disinfect between users.

## Non-Medical Masks or Face Coverings

- Follow the recommendations for types of masks and ages from your public health agency or other authority.
- Masks should not be worn by anyone who is unable to remove the mask without assistance.
- Wear the mask correctly, making sure the nose and mouth are covered. Do not touch the mask while wearing it.



# Hotels, Motels and Other Accommodations

- Be aware that non-medical masks have limitations, and improper mask use and disposal can increase the risk of infection.
- Acknowledge that individuals may choose to wear masks regardless if there is a formal requirement.
- Change your mask if it becomes wet or soiled. For example, you may wish to bring a second mask, and store in a clean paper bag, envelope, or container that does not trap moisture. Store reusable soiled masks in a separate bag or container. Do not touch the outside of the mask while removing it and wash your hands when you are finished.
- For some guests, not being able to see the other person's face and mouth clearly may cause difficulties. Consider using a transparent mask, if appropriate.
- Do not allow the mask to be a hazard to other activities, such as getting caught on moving machinery or equipment.

## Personal Protective Equipment (PPE)

- Continue to use PPE for existing occupational safety hazards and emergencies, as directed by applicable laws and the employer.
  - Wear gloves when cleaning as recommended by the product's safe work instructions or safety data sheet
  - Wear disposable gloves when cleaning blood or body fluids
- If workers are required to wear PPE, you must train them on how to wear, remove, work with, and care for the equipment, and to understand their limitations.
- Clean and disinfect any shared PPE before it is worn, as per manufacturer recommendations.
- Wash hands before wearing and after removing PPE.

## Cleaning and Disinfection

- Avoid cleaning guest rooms during their stay. If cleaning is requested, ask the guest to leave their room during the cleaning.
- Place requested fresh towels and linens outside the room.
- Train employees on proper cleaning and sanitization techniques.
- Use cleaners with a Drug Identifying Number assigned by Health Canada.
- Follow instructions on labels to ensure disinfection is effective. Clean visibly dirty surfaces before disinfecting.
- Have daily cleaning and disinfection protocols in place for all common areas, equipment, and surfaces.
- For suites or rooms that have kitchens, clean and disinfect all dishware and kitchen equipment between guests.
- Replace room information binders with disposable paper or laminate materials that can be disinfected between guests.
- **Clean and disinfect high touch common area surfaces at least twice daily:**
  - Front desk/check-in counters
  - Bell desks
  - Elevators and elevator buttons
  - Door handles
  - Public bathrooms
  - Vending machines
  - Ice machines
  - Staircase handrails
  - Room keys and locks
  - ATMs
  - Escalator and stair handrails
  - Gym equipment and shower areas
  - Pool seating and surrounding areas
  - Dining surfaces and all seating areas
- **Clean and disinfect high touch guest room objects and surfaces:**
  - Door and furniture handles



# Hotels, Motels and Other Accommodations

- Television remote controls
  - Toilet seats and handles
  - Water faucet handles
  - Nightstands
  - Telephones
  - In-room control panels
  - Light switches, including lamps
  - Temperature controls
  - Alarm clocks
  - Luggage racks and flooring
- **For guest rooms after a presumed or confirmed COVID-19 case:**
    - Designate it as unavailable for a minimum of 24 hours or as directed by local health authority after the guest checks out. No employees should enter during this time.
    - Conduct intensive cleaning and disinfection of room using [Public Health Agency of Canada guidelines](#) and approved [cleaners](#).
    - If possible, open windows to increase ventilation.
  - Cleaning materials (e.g., paper towel, mops, cloths, detergent, powders, liquids, foams) should be bagged and disposed of or decontaminated in accordance with local public health guidance.

## Room Service

- Wear non-medical masks when delivering room service.
- Wash hands before and after delivering and picking up food trays or carts.
- Disinfect carts and food delivery equipment between uses.
- Keep returned dirty dishware separate from clean dishware.

## Laundry

- Bag all linens and towels before transporting to the laundry facility.
- Avoid shaking dirty linens and towels.
- Wash laundry using the warmest permissible water setting and following any manufacturer's instructions.
- Dry all washed items thoroughly.
- Consider using bleach or other disinfectants if laundry is contaminated with bodily fluids.
- Keep dirty and clean laundry separate to avoid cross-contamination.
- Clean and disinfect laundry hampers, carts and bags frequently.

## Engineering and Maintenance

- Avoid performing any non-emergency room maintenance. Complete the work once the room is unoccupied and cleaned thoroughly.
- Clean any surfaces that were touched after the maintenance has been completed.
- If servicing an occupied guest room, instruct maintenance staff to maintain physical distance from others, wear non-medical masks, and sanitize shared tools between users.
- Maintain ventilation systems and change air filters according to manufacturer's instructions.
- Consider replacing filters to more efficient versions. Consult with an HVAC service provider.



# Hotels, Motels and Other Accommodations

For visits by external services such as deliveries, contractors (maintenance, repair, construction), and others:

- Maintain physical distancing, minimize exposure of employees and guests, wear non-medical masks, and provide hand washing facilities.
- Clean and disinfect the work area before and after the external service provider does their work.
- Communicate with service providers about your requirements, and work with those services to assist with their requirements.

## Coping with Social Isolation, Microaggression or Stigma in the Workplace

- When helping other employees, encourage them to talk to someone trained in mental health first aid, or someone else they trust about what they are experiencing.
- Ask the individual to contact their supervisor, employer, or employee assistance service, if available.
- Contact your local public health or community resources that offer mental health services.
- Check out organizations online:
  - Canadian Mental Health Association <https://cmha.ca/news/covid-19-and-mental-health>
  - Canadian Psychological Association <https://cpa.ca/psychologyfactsheets/>
  - Kids Help Phone <https://kidshelpphone.ca/get-info/were-here-for-you-during-covid-19-novel-coronavirus/>

If you or someone you know is in crisis, please contact to your local hospital, call 911 immediately, or contact a Crisis Centre in your area. <https://suicideprevention.ca/need-help/>

**It is important that mental health resources and support are provided to all employees, including access to an Employee Assistance Program (EAP).**



For further information on COVID-19, refer to the Public Health Agency of Canada <https://www.canada.ca/coronavirus>

**Note that this guidance is just some of the adjustments that organizations can make during a pandemic. Adapt this list by adding your own good practices and policies to meet your organization's specific needs.**