

# COVID-19: GUIDANCE FOR LOCAL HOTEL AND ACCOMODATIONS SECTOR

## INTRODUCTION

This document provides interim guidance for operators of hotels, motels, hostels, inns and other forms of travel accommodation to prevent the transmission of COVID-19. For up-to-date information on COVID-19, please refer to [york.ca/covid19](https://york.ca/covid19)

### General COVID-19 Precautions

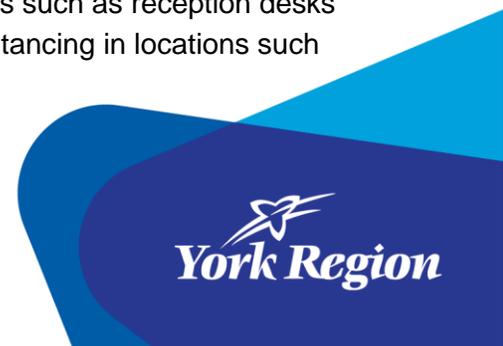
- Stay at home if you are sick and encourage employees to stay home if sick, to avoid spreading illness to others
- Practice proper and frequent hand hygiene at all times
  - [Wash hands](#) regularly with soap and water for at least 20 seconds or use alcohol-based hand sanitizer with 60 to 90% alcohol content
- Practice [cough and sneeze 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 a lined waste bin and wash your hands right away
- Maintain a [physical distance](#) of two metres from others at all times
- Wear a mask: Effective Friday, July 17, 2020, business owners and operators in York Region must have a [policy](#) in place to prohibit people from entering if they are not wearing a face mask or covering. Customers, employees and visitors who enter enclosed public spaces must wear a face mask or covering
- Do not touch your eyes, nose or mouth with unclean hands
- Avoid sharing toothbrushes, eating utensils, drinks, water bottles and towels

### Further Precautions

- Post [signs](#) in your facility to encourage [hand hygiene](#) among all staff, guests and visitors
- Post [signs](#) in your facility to encourage [physical distancing and wearing of face coverings or masks](#)
- Post signage in elevators and common washroom areas indicating maximum capacity to ensure physical distancing requirements are met (note that families or groups within social circles can use these facilities together)
- 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

### PUBLIC HEALTH

1-877-464-9675  
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- Consider removing furniture (e.g., couches, chairs, etc.) to prevent guests from lounging or loitering in common areas
- Wherever possible, provide guests with single-use personal items (e.g., soaps, shampoos, sugar packets, creamers).
- 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

## Supporting Guests in Self-Isolation

- Dedicate floors within the hotel for guests who are self-isolating, if possible
- 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
- Support self-isolated guests to procure prescriptions and medications
  - Provide information on local pharmacies offering delivery
- Self-isolated guests can leave the hotel to attend critical medical appointments or to seek care

## ENVIRONMENTAL CLEANING

Regular cleaning and disinfecting of all common areas, guest rooms and work rooms is essential to protect the health and safety of guests and staff from COVID-19.

### General Cleaning Measures

- Train staff on routine cleaning and disinfecting 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 twice daily
  - 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
- Keep a cleaning and disinfecting log to track and demonstrate daily cleaning
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces
  - Put cleaning and disinfecting solutions into clean buckets for use
  - 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 manufacturer's instructions on the product label for dilution, contact time and safe use. Do not use expired products
- 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, magazines, books, games, etc.)

## Housekeeping during a Guest's Stay

- Housekeeping staff must practice proper and frequent [hand hygiene](#) at all times during their shift
- Do NOT provide housekeeping service within guest rooms during their stay. Wait until the guest has checked out
- Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room
- Fulfill guest requests for fresh linens and/or toiletry items by placing items into a clean bag, sealing the bag and leaving it outside the guest's door
- Provide a linen or plastic bag for the guest to place their dirty linens in and a plastic bag for other waste, as required
  - 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 when items should be put out for collection

## 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
- Do not bring cleaning carts into the room – only the supplies need to clean the room
- Equipment used for cleaning (e.g., reusable mop heads, cloths) are not to be used on subsequent room. Discard (disposables) or send for laundering (re-useables)
- Cleaners must practice proper [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., gloves, gown, eye protection, mask) required for the regular hazards encountered through their normal course of work (e.g., handling chemicals). PPE should be removed, discarded in the designated receptacles and hand hygiene repeated, at the time of room exit. Do not wear PPE in the hotel hallways
- Review all work procedures to minimize all opportunities for staff contact with splashes and spraying
- Cleaning and disinfection is a two-step process. Surfaces must be cleaned before they can be disinfected
- Clean and disinfect rooms from least soiled area to heavily soiled areas and top to bottom
- Use clean cloths and paper towels 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 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. Do not use expired products
- Read and follow manufacturer's instructions to:
  - properly prepare solution
  - allow adequate contact time for disinfectant to kill germs (see product label)
  - wear gloves when handling cleaning products including wipes
  - wear any other personal protective equipment recommended by the manufacturer
- 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). Linens and cloth items should be handled in a manner that prevents aerosolization of contaminants. Linens and towels should be taken directly to the laundry
- Steam clean fabric items that cannot be laundered (e.g., plush chairs and drapes)
- Empty all garbage containers
- Discard all items left in the room by guests including all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to, tissue boxes, toilet paper, soap, shampoo, toothpaste and sugar packets, pens, etc.
- 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
  - 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

## 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

## Laundry

- 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
- Staff needs to be aware of sharps when handling dirty laundry as there is risk from contaminated sharps, instruments or broken glass that may be contained with linen.

Housekeeping and laundry staff should be trained in procedures for safe handling of soiled linens

- 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

## SECTOR-SPECIFIC PROVINCIAL GUIDANCE DOCUMENTS

- [Guidance on Health and Safety for Tourism and Hospitality Sector during COVID-19](#)
- [Guidance Hotel Reception, Room Service and Front Line Staff during COVID-19](#)
- [Guidance on Health and Safety for Hotel Housekeeping and Laundry during COVID-19](#)

## FOOD AND BEVERAGE SERVICES

Hygienic and safe food and beverage services are maintained by following routine guidance in the Ontario [Food Safety and Quality Act](#) and the [Food Premises Regulation](#).

If your establishment includes a restaurant and/or liquor services, you are required to follow the [Provincial Emergency Orders](#) relevant to your establishment along with ensuring compliance with the Food Premises Regulation.

As the province reopens, refer to the Ontario's [Tip Sheet: restaurants and food service](#), guidance page [Restaurant and food service health and safety during COVID-19](#), and the York Region [COVID-19 Precautions for Restaurants](#) to inform your reopening practices.

### 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

### 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

- 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

## Delivering and Picking Up Food Trays

- Do NOT enter guests' rooms to provide food service to guests 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

## Dishwashing

- Dishwashing practices must adhere to Ontario's [Food Premises Regulation](#)
- 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

## SPAS AND SALONS, FITNESS CENTRES AND PLAYGROUNDS

If your establishment includes a spa or salon, refer to the York Region [COVID-19 Guidelines for Personal Service Settings](#) to inform your reopening practices. All spas and salons must comply with the [Personal Service Settings Regulations](#).

At this time, water spas, fitness centres, and playgrounds are unable to reopen in York Region.

## STAFF HEALTH

The guidance in this document supports staff safety while performing their duties, should a person with COVID-19 stay in the facility.

The following information can further support your staff regarding COVID-19:

- Advise staff to monitor their [symptoms](#) daily, report respiratory illness and not to return to work for at least 14 days following the onset of fever, new or worsening cough, shortness of breath, sore throat or difficulty swallowing, new smell or taste disorder(s), nausea, vomiting, diarrhea, abdominal pain, runny nose or nasal congestion (unrelated to seasonal allergies, post-nasal drip, etc.)
- Advise staff to seek assessment and testing at a [COVID-19 Assessment Centre](#)

- 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](#)
- 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

## COMMUNICATION, SIGNAGE AND POSTERS

Download, print and post signs in visible locations to raise awareness about COVID-19 and to encourage healthy behaviours:

- [COVID-19 Self-Assessment](#) (poster for entrances)
- [Sanitize Your Hands](#) (poster for entrances)
- [Correct Hand Washing](#)
- [Correct Hand Sanitizing](#)
- [Hooray for Hand Washing](#) (kids)
- [Physical Distancing](#)
- [Cover Your Cough and Sneeze](#)
- [Mandatory Mask or Face Covering](#)

### Public Health Agency of Canada (PHAC) quarantine order:

- PHAC's compliance and enforcement of the Quarantine Act:  
<https://www.canada.ca/en/publichealth/services/diseases/2019-novel-coronavirus-infection/latest-travel-health-advice.html#a2>

### References

1. Alberta Health Services. "COVID-19 Public Health Recommendations for Hotels, Hostels, and Inns". <https://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-environmental-guidance-for-hotels-kbk.pdf>
2. BC Centre for Disease Control, BC Ministry of Health. "COVID-19 Guidance to the Hotel Sector". May 11, 2020. <https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/covid-19/covid-19-pho-guidance-hotel-sector.pdf>
3. Centers for Disease Control and Prevention. "Appendix B. Air – Guidelines for Environmental Infection Control in Health-Care Facilities" (2003). <https://www.cdc.gov/infectioncontrol/guidelines/environmental/appendix/air.html#tableb1>
4. Vancouver Island Health Authority. "Norovirus and the Hospitality Industry: a guide for hotel operators". [www.viha.ca/mho/disease/](http://www.viha.ca/mho/disease/)

Last update: July 31, 2020