

COVID-19 Information for: Hotel, Motel, Lodges, Resorts and Other Shared Rental Accommodations

The Ontario government has developed the [Keeping Ontario Safe and Open Framework](#). It ensures that public health measures are targeted, incremental and responsive to help limit the spread of COVID-19, while keeping schools and businesses open, maintaining health system capacity and protecting vulnerable people, including those in long-term care. It is important that businesses are operating according to the framework and all applicable regulations under the [Reopening Ontario \(A Flexible Response to COVID-19\) Act, 2020](#) (Rules for Areas in [Stage 1](#), [Stage 2](#) and [Stage 3](#)). This information is subject to change.

The COVID-19 pandemic is evolving rapidly, and this guidance is subject to change. Please check the Ministry of Health Website at www.ontario.ca/page/2019-novel-coronavirus and Huron Perth Public Health at www.hpph.ca for updates and announcements.

How is COVID-19 spread¹?

- COVID-19 spreads from an infected person to others through respiratory droplets and aerosols created when an infected person coughs, sneezes, sings, shouts, or talks.
- Droplets vary in size from large, which fall to the ground rapidly near the infected persons, to smaller droplets or aerosols, which can linger in the air under some circumstances.
- Infectious droplets or aerosols may come into direct contact with the mucous membranes of another person's nose, mouth or eyes, or they may be inhaled into their nose, mouth, airways and lungs.
- The virus may also spread when a person touches another person (i.e., a handshake), a surface or an object (also referred to as a fomite) that has the virus on it, and then touches their mouth, nose or eyes with unwashed hands.

What are the symptoms of COVID -19?

People can experience a wide range of COVID-19 symptoms from asymptomatic (no symptoms at all) to severe symptoms. These symptoms can range from mild (similar to the flu, common cold or other respiratory infections) to severe.

Common symptoms¹ can include:

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| ▪ Fever | ▪ Stuffy or runny nose |
| ▪ Chills | ▪ Loss of sense of smell |
| ▪ Cough | ▪ Headache |
| ▪ Shortness of breath | ▪ Muscle aches |
| ▪ Sore throat | ▪ Fatigue and loss of appetite |
| ▪ Painful swallowing | ▪ Falling down often |

¹ For a complete list of COVID-19 Symptoms refer to <https://www.ontario.ca/page/covid-19-stop-spread#section-0>.

How your industry can help during COVID-19 pandemic

Your industry plays a vital role during the COVID-19 pandemic. Many individuals who are unable to self-isolate themselves at home due to occupational or other personal reasons may look to alternative sites such as hotel or motel accommodations to self-isolate or quarantine.

This document guides owners, operators and employees of temporary accommodations on how to assist with the prevention of COVID-19 spread and safely accommodate guests who identify a need to complete a 14-day self-isolation or quarantine period at your establishment. It is important that you receive consent from an individual who you know to be self-isolating or quarantining to share their status with applicable staff to support a safe stay not only themselves but also for the safety of employees who may need to service a room during the duration of the guest's stay.

Screening

To reduce the risk of exposure and transmission of COVID-19 all who enter your location, must undergo active screening. This includes both employees and guests. Active screening means a person or a form directly asks people if they have symptoms of COVID-19, been in contact with a COVID-19 case or someone being testing for COVID-19 and travelled out of country.

Active screening practices for employees and guests includes but is not limited to:

- Using a screening tool that includes checking for COVID-19 symptoms, travel, contact with a COVID-19 case or someone being tested.
- Verbally asking employees and guests a series of questions checking for COVID-19 symptoms, travel, contact with a COVID-19 case or someone being tested
- For employees, screening must be completed prior to commencing a shift.
- For guests, screening should occur prior to confirming a reservation and upon checking in
- Maintaining records are for a minimum of 15 days as this will support contact tracing in the event an employee or guest becomes ill.
- If employee(s) fail screening then they must be sent home and advised to seek medical direction and/or assessment.
- If a guest(s) informs you they are wishing to self-isolate/quarantine at your establishment, or fails screening², ensure all 14-day self-isolation requirements are in place.

While screening is important to help identify guests who are symptomatic, self-isolating or quarantining, it may not identify guests who are unaware that they may have been exposed to COVID-19. Safety precautions are important for the safety of all guests and employees. Ensuring your establishment has COVID-19 safety and mitigation measures in place will support all guests, whether they are travelling or in need of alternative accommodations. See below for ways you can support individuals who may need to self-isolate or quarantine at your establishment.

Screening tools can be found at www.hpph.ca.

² “failed screening” refers to when an individual answers “yes” to questions related to COVID-19 symptoms, travel, and/or contact with someone who is a positive case. These persons should not be granted entry into a business or permitted to work (if an employee).

Employee Health

To prevent the spread of COVID-19, it is critical that employees stay home if they are symptomatic and report any illness to their employer. Upon the development of symptoms of COVID-19, they should immediately self-isolate and seek medical direction and/or assessment by a health care professional. Employees should not return to work until they are symptom free, received a negative COVID-19 test or have been directed by public health they are safe to return to work. Active screening is an essential component of a COVID-19 safety plan and must be completed daily for all employees.

While on the job, employees should practice physical distancing at all times to reduce the spread of COVID-19, avoid close contact with other employees or guests and wear a mask/face covering.

Employee Safety

Employees should avoid touching the guest's personal items, such as luggage and key cards. If an employee cannot avoid contact with a guest's personal items, they should wash their hands with warm water and soap or use an alcohol-based hand rub immediately after contact.

An evaluation should be completed to determine appropriate personal protective equipment (PPE) needs for all employees. A medical mask and eye protection is required if an employee is within 2 meters of an individual without a mask or face covering and/or interacting with a guest who is known to be self-isolating.

Who needs to self-isolate?

People are required to self-isolate for many reasons. Self-isolation means staying in place and avoiding situations where you could come in contact with others. Operators and employees of temporary accommodations may not know who in the facility is self-isolating or why. It's important to follow guidance in this document at all times for all guests, and employees.

Requirements for all guests during a reported 14-day self-isolation

Guests who are staying in a hotel/ motel/inn during their 14-day self-isolation period must adhere to the following:

- Restricting contact to only individuals housed in the same room
- Not using common spaces such as recreation areas, lobby areas, meeting rooms, restaurant seating areas, or ice and vending machines
- Remaining in the place of isolation (i.e. hotel or motel) at all times unless for the purpose of receiving medical attention. This includes eliminating trips into the community, including the grocery store and pharmacy.
- Items such as groceries, food, or medications should be delivered and left in the hallway by the guest's door, with the door closed, to avoid contact with the delivery person.

All individuals who are self-isolating due to a positive COVID-19 test or have been deemed a close contact by public health are subject to a Section 22 Class Order issued by Huron Perth Public Health's Medical Officer of Health. More information about the Section 22 Class order can be found at www.hp-ph.ca

Housekeeping Services

During a Guest's Stay

- Increase daily cleaning and disinfection of all publically accessible common areas and surfaces.
 - High-touch surfaces such as doorknobs/handles, elevator buttons, light switches, surfaces in common rooms, desktops, and public washrooms should be cleaned and disinfected twice per day or when visibly dirty.
- Housekeeping staff should not enter rooms where guests are in self-isolation.

For all self-isolating guests, consider the following to limit contact between employees and guests:

- Provide extra daily in-room amenities such as shampoo, conditioner, soap, tea, coffee to limit daily deliveries
- Leave fresh linens outside the guest's door
- Instruct guests to bag dirty linens
- Provide several large trash bags to guests for disposal of any trash
- Advise guests to tie dirty linens and waste bags shut and leave them outside their door for collection at set times
- To minimize the amount of time dirty linen, dirty dishes and waste is sitting in hallways, advise guests on a time at which items should be put out for collection or call front desk once it has been placed in the hall
- All employees must practice good hand hygiene to reduce their risk
- Where maintenance staff are required to enter a room for repairs, staff must seek authorization from management who will provide direction on how to enter the room safely and provide appropriate PPE.

Housekeeping after a Guest's Stay

- All guest rooms must be fully cleaned and disinfected after every use
- Ensure adequate air exchange within guest rooms, before authorizing housekeeping staff to enter to clean and disinfect.
- PPE must be worn by housekeeping staff. An evaluation of staff duties must be completed to ensure that employees use appropriate PPE (e.g., gloves, gown, eye protection, and mask) for regular hazards encountered through their normal course of work (e.g., handling chemicals) and to protect against potential exposure to COVID-19. Employees must be trained on correct way to put on (donna) and remove (doff) PPE. PPE should be removed and discarded in designated waste receptacles. Hand hygiene must be repeated at the time of room exit. For more information on how to put on (donna) and remove (doff) PPE after cleaning a room where a guest may have been isolating: <https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>)
- Employees must complete thorough cleaning of all hard surfaces with an approved disinfectant. Commonly used cleaners and disinfectants are effective against COVID-19.
- Use a disinfectant that has a Drug Identification Number (DIN). Be sure to follow the instructions on the label to use the product safely. Do not use expired products.
- Cleaners must practice diligent hand hygiene before entering and after leaving each guest room.
 - Ensure a new pair of gloves is used by each staff for each guest room being cleaned.
 - Proper hand hygiene must be performed after removing gloves

- Disposable glassware and other single-use items must be disposed of, even if they appear untouched.
- Reusable glassware and dishes must be taken to the kitchen area for washing, even if they appear to be untouched or unused
- Particular attention should be given to cleaning and disinfecting high-touch surfaces such as light switches, doorknobs, handrails, nightstands, fridges, garbage cans, microwave, telephones, alarm clocks, remote controls, in-room safe control panels, and bathroom fixtures.
- Use clean cloths, paper towels or wipes 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 and disposable wipes after use.
- Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants
- Launder any removable cloth/plush items. Steam cleaning can be used for areas which are likely to be contaminated but cannot be laundered (e.g. plush chairs)
- Discard all items left in the room by guests
- Discard all single-use items and remnants, even if they seem unused or untouched. This includes, but is not limited to, toilet paper, soap, shampoo, toothpaste and sugar packets.

Waste Management

- 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
- Trash should not be placed in common trash gathering areas but should be brought directly to the hotel's trash compactor or bin

Laundry Services

- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed
- Do NOT shake laundry (minimizes dispersing virus particles into the air), launder items using the warmest appropriate water setting and dry items completely.
- Clean and disinfect clothes hampers with a disinfectant solution or use a disposable bag liner in the hamper.
- If a coin laundry service is available on-site for guests, consider using a sign-up sheet for the machines to avoid groups of guests gathering at the same time. Clean and disinfect the buttons and handles of washing machines twice per day or when visibly dirty.

Food and Beverage Services

Food Handlers

- Food handlers must regularly wash hands. 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)
- Buffets and other self-service food options are not permitted at this time.
- Do not provide common water coolers or lobby snacks for guests.
- Encourage guest and employee 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 provide service within guest rooms. Deliver and pick up in-house food trays and off-site food delivery 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

- 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.

Workplace Resources, Signage and Posters

Provide COVID-19 information to guests and employees throughout the hotel or motel by printing and posting the following resources:

- **HPPH Step-by-Step COVID-19 Prevention Business and Organization Tool Kit**
<https://www.hpph.ca/en/health-matters/covid-19-information-workplaces-employers-employees.aspx#>
- **HPPH Instructions for Businesses:** https://www.hpph.ca/en/health-matters/resources/Documents/Coronavirus/HPPH-Instructions_November-12-2020_Final.pdf
- Additional Information for Workplaces:
 - We recommended posters that include information on proper hand washing, physical distancing, self-isolating, wearing a mask, cleaning and disinfecting of public areas, and self-monitoring for symptoms of COVID-19. Refer to www.hpph.ca/workplaces for more information.
 - **COVID-19 Posters from Public Health Ontario** (available multiple languages):
<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>
- **Workplace Safety & Prevention Services Guidance Hotel Reception, Room Service and Front Line Staff during COVID-19:** <https://www.wsps.ca/WSPS/media/Site/Resources/Downloads/covid-19-hotel-reception-health-and-safety-guidance.pdf?ext=.pdf>
- **Ministry of Labour, Training and Skills Development:** Resources to prevent COVID-19 in the workplace: <https://www.ontario.ca/page/resources-prevent-covid-19-workplace> For information on how to put on and doff PPE: <https://www.publichealthontario.ca/-/media/documents/ncov/ipac/ppe-recommended-steps>

ⁱ Coronavirus disease (COVID-19): Prevention and Risks (2020). Government of Canada. Retrieved www.canada.ca