



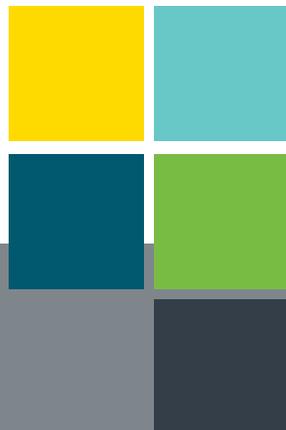
## COVID-19 Quick Guide for Hotels and Motels

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WINDSOR-ESSEX COUNTY  
**HEALTH UNIT**

Environmental Health Department

**Version 2 - September 3, 2020**



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# Background

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## Updates (September 3, 2020)

- **Food and Beverage Services (page 5).**
- **Swimming Pools, Spas, Salons and Fitness Areas (page 6).**

The hotel and motel industry plays a vital role during the COVID-19 pandemic. Many individuals that are unable to isolate themselves at home may use hotel and motel accommodations. This document guides operators and staff of hotels, motels, inns, and other forms of temporary travel accommodation to assist with preventing the spread of COVID-19 and safely accommodating guests during a 14-day self-isolation period.

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](http://www.ontario.ca/page/2019-novel-coronavirus) and the Windsor-Essex County Health Unit (WECHU) at [www.wechu.org](http://www.wechu.org) for updates and announcements.

## Employee Health

To prevent the spread of COVID-19, it is crucial that staff report any respiratory illness to their employer and not report to work until symptom free for 48 hours. Upon the development of symptoms of COVID-19, staff should immediately self-isolate and seek assessment for possible testing. Staff should practice physical distancing at all times to reduce the spread of COVID-19 and should avoid close contact with other staff or guests. Physical distancing is maintaining at least a 2 metre/6 feet distance between themselves and others.

Staff should avoid touching the guest's personal items, such as luggage and key cards. If staff 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.

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

Guests who are staying in a hotel or motel 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 hotel 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 to avoid contact with the delivery person

## Temporary Foreign Workers in isolation

In addition to the recommendations for all guest during a 14-day self-isolation, employers of temporary foreign workers are required to:

- Have medication, groceries and other supplies provided for individuals that are isolating in hotels and motels for isolation purposes.
- Conduct daily health checks using the [Daily Health Check Log](#)
- Support individuals to follow all requirements for [Self Isolation](#) and [Self-Monitoring](#)
- Provide [COVID-19 education](#) to all workers newly arriving in Canada

## Hotel Services and Amenities

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### Housekeeping Service

Increase daily cleaning and disinfection of all 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 provide housekeeping services to rooms where guests are in self-isolation. Staff should not enter rooms unless they have been authorized to do so. [Temporary foreign workers](#) from outside of Canada that are isolating in hotels and motels will be provided with cleaning supplies from their employer and have been instructed to clean their own rooms and bathrooms.

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

- Provide extra daily in-room amenities such as shampoo, conditioner, soap, tea, coffee to limit daily deliveries
- Instruct guests to leave dirty linens, bagged in the hallway during a coordinated pick-up time and leave fresh linens outside the guest's door
- Provide several large trash bags to guests for disposal of any trash
  - Guests should be asked to keep trash bags in the room (not placed in hallway) until a coordinated time for pick-up is arranged
- Disposable gloves should be used when staff must come into contact with an item the guest handled, including trash bags. Trash should not be placed in common trash gathering areas but should be brought directly to the hotel's trash compactor

Once guests have checked out of a room used for isolation, the staff 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 disinfect effectively. Provide appropriate personal protective equipment (PPE) for staff using chemical cleaners, such as gloves.

Consider the following enhanced cleaning procedures:

- To allow for adequate air exchange within rooms, staff should wait three (3) hours after a guest has left the room before entering for housekeeping
- Wash and sanitize any reusable glassware or dishes in rooms between guests (in a commercial dishwasher) or provide disposable dishes and utensils in rooms
- Particular attention should be given to cleaning 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
- 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)

### Laundry Services

Instruct staff to wear disposable gloves and a gown when handling dirty laundry and discard after each use. Clean hands immediately after gloves are removed.

If possible, 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

Hotels and motels are now permitted to allow limited indoor and outdoor dining services within their food establishments with measures in place to reduce the spread of COVID-19. Please review the [WECHU Food Premises and Bars Checklist](#) for details on safely operating a food establishment.

[Ontario Stage 3 Regulation \(O. Reg. 364/20\)](#) states that a food premises must record the name and contact information of at least one person in a party/group who enters an indoor or outdoor dining area in the establishment, other than patrons who temporarily enter the area to place, pick up or pay for a takeout order. WECHU has created a [Contact Tracing Form](#) to assist with proper record keeping in your establishment. Food premises must maintain the records for a period of at least one month (30 days).

Consider the following best practices when serving meals to guests:

- Proper hand hygiene must be practiced before delivering and after picking up food trays
- Gloves are not required when delivering or picking up food trays and do not replace the need for proper hand hygiene.
- Do not bring food carts into guest rooms
- Do not transport food on carts that have used dishes on them
- Do not enter a room to deliver or pick up food trays for guests or staff members who are in self-isolation. Deliver and pick up food trays from outside their door and maintain physical distancing
- Regularly clean and disinfect carts used for transporting food and picking up dirty dishes
- Use disposable utensils and containers when possible

Although food has not been identified as a likely source of COVID -19 transmission, it is possible that an infected food handler could introduce the virus onto food by coughing, sneezing, or through direct hand contact. Food handlers should also follow regular safe food practices such as protecting foods from contamination, minimizing direct handling of food and preventing cross contamination of foods.

This includes:

- Performing frequent hand washing
- Discarding any foods that may have been contaminated (including from coughs or sneezes)
- Frequent cleaning and sanitizing of utensils and surfaces in the kitchen using regular sanitizing solutions
- Following respiratory hygiene by covering your mouth when you cough or sneeze with your arm or a tissue and washing your hands afterwards
- Avoiding hand contact with eyes, nose or mouth

### **Swimming Pools, Spas, Salons, and Fitness Areas**

In Stage 3 of re-opening, recreational water facilities such as indoor and outdoor pools, waterslides, whirlpools, and splash pads are permitted to re-open for guests with measures taken to reduce the spread of COVID-19. Salons and fitness areas are also permitted to re-open.

**Steam rooms, saunas, and bathrooms are NOT permitted to re-open at this time.**

Please review the following guidance from the Ministry of Ontario and the WECHU Safe Return to Business Checklists.

- [Ontario: Guidance for facilities for sports and recreational fitness activities during COVID-19](#)
- [WECHU Fitness Studios and Gyms Re-opening Checklist](#)
- [WECHU Personal Service Settings Re-opening Checklist](#)

## **Communication, Signage and Posters**

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

- [WECHU Posters on Preventing the Spread of COVID-19](#) (available in multiple languages)
- [COVID-19 Posters from Public Health Ontario](#) (available multiple languages)
- Additional recommended posters may include information on proper handwashing, physical distancing, self-isolating, wearing a mask, cleaning and disinfecting of public areas, and self-monitoring for symptoms of COVID-19.

## References

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