Coronavirus Guidance for Hotels

Recommendations for protecting the health of hotel employees and guests:

- Post Public Health Advice posters in public areas.
- Hotel pools and gyms must be closed.
- Use signage or lock doors to prevent use of common areas such as lobby seating.
- Seating areas of restaurants and meal areas (such as continental breakfasts) must be closed. Room service, take-out, packaged meals or a bagged breakfast/lunch may be provided as an alternative.
- If possible, make hand sanitizer available in frequently used areas such as the sign-in desk.
- High touch surfaces such as keyboards, pens, elevator buttons, door handles, faucets, etc. should be cleaned and sanitized on a regular schedule (for example, every hour).
- Follow cleaning and sanitizing protocols regularly in common areas and when cleaning guest rooms. Limiting the number of rooms/floors available to guest may be necessary in order to ensure staff are able to complete stricter cleaning and sanitizing protocols.
- Place possibly contaminated laundry into a container with a plastic liner and do not shake. Wash with regular laundry soap and hot water (60-90°C), and dry well. Clothing and linens belonging to an ill person can be washed with other laundry.
- Delaying cleaning of a room for a day or more after a guest has left is not a reliable method of prevention. The best protection for staff is to ensure they wash their hands after cleaning or working with the public, maintaining a social distance, and not touching their eyes, nose or mouth.
- Ensure that that employees who are scheduled to work meet travel and health requirements to avoid putting others at risk.
- Older adults, people with underlying chronic conditions or with weakened immune systems are at increased risk of COVID-19. Encourage at-risk staff to use individual measures such as frequent hand hygiene, limiting contact with others, practice social distancing, respiratory etiquette and staying home when ill to reduce their risk.
- Instruct staff to wash their hands regularly, including before/after cleaning each room, at the start and end of their shift.
- Gloves and masks are not necessary for staff to wear if prevention measures are followed (including washing hands regularly, not touching eyes, nose or mouth). If gloves and masks are used by staff, ensure that they are aware that other precautions such as hand washing are still essential.
- For short periods of time when physical distancing is not possible in public settings wearing a non-medical mask is one way to protect those around you.
- Wearing a non-medical mask (e.g., homemade cloth mask) in the community has not been proven to protect the person wearing it. However, the use of a non-medical mask or facial covering can be an additional measure you can take to protect others around you.

- Change a cloth mask as soon as it gets damp or soiled and put it directly into the washing machine or a bag that can be emptied into the washing machine and then disposed of.
- Cloth masks can be laundered with other items using a hot cycle, and then dried thoroughly.
- Non-medical masks that cannot be washed should be discarded and replaced as soon as they get damp, soiled or crumpled.