

Accommodations Sector COVID-19

Guidelines and Standards

Introduction:

COVID-19 has changed the way we do business. Moving forward in the hospitality industry we face drastically altering our practices. We are all inspired to do so for the safety of our employees, our community, (especially our most vulnerable citizens) and our guests -and ultimately for our economic recovery.

This handbook has been created as a tool to assist you. It has been extensively researched, and is and is intended to prepare us for possible future Public Health directives.

A bibliography of resources is appended. Obviously, each property must decide on its own best practices however, the thought amongst the accommodators who met to discuss how we might best assist our colleagues in moving forward, felt that ensuring we had some uniformity among ourselves and in COVID-related safety procedures would be useful not only in protecting our staff, customers and the community but also in marketing Prince Edward County as a safe place to stay. We feel that although people are eager to have some freedom they are also very reasonably apprehensive about venturing forth so our goal is to do our best to make them feel safe!

This set of guidelines is intended as only that. Until more definite protocols are presented by Public Health, and other provincial authorities it is a template to be individualized by the business owner. In particular the wait time after guest departure before entering a room should be a minimum of 24 hours but a business may not choose to wait 72 hours. For the safety of the cleaner the use of a freshly laundered or disposable mask for use in each individual room is strongly encouraged if a shorter wait time is used.

Also if not all items like coffee makers and multi use soap dispensers are removed from rooms, then these items must be meticulously cleaned and disinfected each room change.

No matter what choices are made about these items the rooms and their contents must be thoroughly disinfected as though the person in that room had been tested positive for COVID-19.

This document deals with guest bed/sitting areas and bathrooms. The same cleaning procedures need to all areas of the accommodation unit as they exist in some properties – cottages, trailers, whole house rentals. Especially during the level 2 phase (see definitions next page) considerations should be given to rewashing kitchen dishes and equipment even if they have been washed by customers if the property is cleaned and rented within the 72 hour period.

Regional Suppliers of PPE and cleaning sanitizing equipment and their products lists and ordering information will be listed on the Prince Edward County Have your Say – COVID 19 Updates and Recovery website.

STEPS FOR CLEANING EACH ROOM

1. ENSURE ROOM RELEASED FOR CLEANING (GUEST SERVICES WILL ADVISE YOU)	2. CARRY OUT HAND HYGENE (SOAP AND WATER WASH OR SANITIZER AS DESCRIBED IN DIRECTIONS)
3. PUT A NEW PAIR OF DISPOSABLE GLOVES ON	4. USE CLOTH WET WITH DISINFECTANT SPRAY TO WIPE DOOR HANDLE THEN LEAVE IT TO DRY ON ITS OWN
5. OPEN DOOR AND INSPECT ROOM	6. PICK UP DEBRIS AND EMPTY DEBRIS AND GARBAGE BINS INTO PLASTIC GARBAGE BAG
7. STORE ALL SINGLE USE ITEMS REMAINING IN A CLEAR ICE BAG AND DATE. UNROLL SEVERAL LAYERS OF TOILET PAPER AND DISCARD	8. AS YOU WORK, AVOID TOUCHING YOUR FACE. AVOID SPLASHING WATER OR CLEANING AGENTS ON YOUR FACE
9. USE CLEAN CLOTH TO CLEAN DIRTY SURFACES (REMOVE SOIL) PLACE THIS CLOTH IN A RAG LAUNDRY BAG WHEN FINISHED CLEANING SOILED SURFACES	10. REMOVE BED LINENS AND BATH LINENS (INCLUDING SHOWER CURTAIN) WITHOUT SHAKING IT AND PLACE IN LAUNDRY BAG
11. AFTER SOIL REMOVAL CLEANNG IS COMPLETED, USE DISINFECTANT AMMONIUM PRODUCT WITH DIN TO SPRAY DOWN ALL BATHROOM SURFACES. LET IT DRY ON ITS OWN AT LEAST 10 MINUTES	12. DUST AND DISINFECT ALL HARD SURFACES. FOCUS ON HIGH FREQUENCY TOUCH AREAS SUCH AS DOOR KNOBS, LIGHT/LAMP SWITCHES, THERMOSTATS, TELEPHONES, ALARM CLOCK RADIO, DRAPERY PULLS, REMOTES, FRIDGE DOOR, GARBAGE CAN, COFFEE MAKER, DRAWER HANDLES, SAFE DOOR, HAIR DRYER, ETC

13. WIPE, RINSE ALL SURFACES IN BATHROOM	14. DISINFECT PATIO FURNITURE AND RAILING
15. MOP HARD SURFACED FLOORS AND DISINFECT	16. VACUUM CARPET WITH HEPA FILTER IN EXHAUST (DO NOT USE A VACUUM IF NO EXHAUST FILTER)
17. SPRAY ALL PLUSH SURFACES (INCLUDING CURTAINS) WITH MISTING QUARTER NARY AMONIUM DISINFECTANT	18. AIR THE ROOM BY OPENING WINDOWS WHILE YOU MAKE THE BED AND REPLACE THE BATHROOM LINENS AND AMENITIES.
19. REMOVE GARBAGE AND LAUNDRY FROM ROOM	20. REMOVE GLOVES IN CORRECT WAY (DON'T TOUCH ANYTHING BUT CUFF OF GLOVE AND PULL OFF)
21. SANITIZE HANDS CORRECTLY (15 SECONDS)	22. CLOSE WINDOWS AND LEAVE ROOM
23. DISINFECT PAILS, CARTS AND CLEANING UTENSILS	24. PUT CLEANING CLOTHS IN APPROPRIATE LAUNDRY BAG. (NEW CLOTHS FOR EACH ROOM ALWAYS)
25. NEVER HAVE PERSONAL ITEMS ON CLEANING CART OR IN ROOMS.	26. SANITIZE HANDS

A. Definitions

- a. Level 1- Limited Services
- b. Level 2 - Intermediate Services
- c. Level 3- Full Service

Level 1 Accommodation Sector is open to essential travel only. Restaurant take out service only available.

Level 2 – Will include the opening of recreational accommodations with cleaning protocols in place, perhaps limited out of door patio style food service, no gatherings of more than 50 people with social distancing, sanitation, PPE etc. All public facilities closed e.g. Pools, hot tubs.

Level 3 – Will be full services but we can expect continuing modifications at least until a vaccine is uniformly available. i.e the new reality

B. Self Protection and the Protection of Those Around You – Owners and Staff Potentially in Contact with Public

1. Stay at home if you are sick in order to avoid spreading germs to others
2. Practice diligent hand hygiene at all times
 - a. Wash your hands regularly with plain soap and water for at least 20 seconds or use alcohol based hand sanitizer with no less than 60% alcohol content (ideally 70%)
 - b. Frequency of hand washing may vary from role to role in the business
3. Practice Cough Etiquette. Cough into your elbow or cover your mouth and nose with a tissue which is immediately disposed of in an appropriate waste bin and wash your hands immediately.
4. Maintain a two meter distance from customers and other staff. Do not congregate around point of sale sites, smoke break sites or in staff change rooms or in other job related sites e.g. waiting for food to come up in the kitchen, doing laundry, polishing cutlery or glassware.
5. Do not touch your eyes nose or mouth with unwashed hands
6. Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs
7. Avoid touching the personal items of guests- if your job potentially entails touching personal items think about how this can be changed and certainly be diligent with PPE and sanitation.
8. Use PPE as directed in your area of work (varies from job type to job type)

C. Action by the Owner/Manager

1. Clear directions about the above to staff- use the guidelines and have staff read and initial.
2. Post signs in your facility to promote proper hygiene and washing etiquette, physical distancing (examples included)
3. Ensure all staff are well educated about how to avoid contagion in their specific job if they must handle guest items e.g. dishes, pens, point of sale equipment, bedding.
4. Install physical distancing barriers and signage as appropriate e.g. reception desks. Minimize opportunities for contact with customers
5. Provide guests with single use items as feasible e.g individual shampoo packets instead of wall mounted pumps
6. Make hand sanitizer and PPE supplies available as needed for personal use
7. Minimize or eliminate handling of cash
8. Supply sanitization/disinfectant and PPE products as needed for housekeeping
9. Set up a system to monitor staff for illness e.g. daily self report
10. Consider (if not mandated) screening guests using corona virus guidelines - appended
11. If an employee has symptoms of cold and flu (fever, chills, cough, shortness of breath, sore throat, and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle ache, fatigued, loss of appetite) they should be sent home
12. In addition employers should advise these workers to complete the online self-assessment or call either: 1-866-797-0000 (tele-health), their primary care provider, or the COVID-19 screening facility if they do not have a primary care provider

Under Ontario Law, employers have the duty to keep workers and work sites safe and free of hazards. Workers have the right to refuse unsafe work. If health and safety concerns are not resolved internally, a worker can seek enforcement by filing a complaint with the ministry's Health and Safety contact center at 1-877-202-0008.

D. Best Practices by Area

1. Front Desk/Reception

- a) Greeting Clientele 6 feet – place a barrier or apply floor decals or duct tape to indicate 6 foot distancing
- b) Allow guests into the reception space only as 6 foot distancing allows. Only one guest at a time or separated by 6 feet.
- c) Install a plexi-glass screen over your guest services desk to create a barrier between staff and guests which prevents water droplet transmission.
- d) If possible carry out payments transactions by email transfer
 - a. Avoid cash payment; avoid signatures and use of pens or debit machines
 - b. Email everything possible
- e) Disinfect any touched surfaces using a DIN approved product (see appended list) every two hours dependant on guest traffic but at least twice a day and between guests.
 - a. Disinfect after cleaning any dusty surface (cleaning any visible dust makes the disinfectant more effective)
 - b. Vacuum and spray carpets and soft surfaces at least twice daily depending on traffic
 - c. Disinfect point of sale equipment after each customer (most require spraying onto a disposable cloth or paper towel rather than spraying the device however, the surface must remain wet for the prescribed time noted on the product)
- f) Guest handouts should be brochure rack style to minimize touch
- g) Advise guest(and provide a brochure rack hand out) about what is open, what protocol is expected, hand hygiene, disinfecting, reservations required, social distancing required etc so they know what to expect and the approach is welcoming rather than a series of no-can-dos.
- h) Consider using the COVID screening questions with the guests permission
- i) Have available at reception the number for tele-health (1-866-797-0000) and the COVID-19 screening clinic in case needed. If people suspect they have a temperature they can purchase a thermometer at a pharmacy or converse with tele-health. It is not appropriate or safe to check temperature on site.
- j) Disinfecting key cards and keys protocol- very important
 - a. Very important as the harder the plastic the longer the virus persists

- b. Keys and key holders can be disinfected in the same manner as key cards. Lay the key cards or keys in a tile pattern on a flat surface. Spray all room keys using DIN approved disinfectant. Allow cards to remain wet for product prescribed time then wipe with clean dry cloth or paper towel. Flip cards or keys and repeat. Disinfect surface they were laying on.
- k) The front office person should not have to handle the customer credit cards. If this is unavoidable at present try to change the set up. If it is still unavoidable, the person taking the payment should sanitize their hands immediately after handling the card before they do anything else

Special Circumstances Involving Reception/Guest Services

Supporting Guests in Self Isolation

1. Not Yet Diagnosed with COVID-19
2. Diagnosed with COVID-19
3. Developing Symptoms of COVID-19 while staying at your establishment

Accommodations can refuse to accept self isolating persons for the safety of themselves and their staff and community. The one situation that is critical and could be life threatening is that of a person with COVID-19 becoming acutely ill and needing assistance to get medical care in a timely manner. Communications channels are crucial in this situation

If a guest is accepted in self isolation whether or not they have proven COVID-19, Guest Services/Owner Operators need to ensure that they have timely access to health care assistance or at least communication channels to achieve that i.e direct communication with the owner or senior staff to assist with their obtaining medical care. 911, tele-health (1-866-797-0000) for advice (but don't wait for a call back if the person is perceived to be very ill especially if they are very short of breath- call 911)

2. Housekeeping Guest Rooms

A) Preparing Guest Rooms for opening (Preparing for Level 2)

- i) Remove coffee maker and coffee making supplies, non-disposable glassware, ice buckets, pads, pens, flower vases, throw cushions, multi use soap dispensers, mini bar contents, guide books, guest directories - anything not absolutely essential that guests might handle. Anything that is left in the accommodation space will need to be cleaned and disinfected before the next guest arrives whether or not it appears to be used.
- ii) Remove extra bedding items that would ordinarily require fluffing e.g. feather beds, extra pillows – use two per bed, remove scarves and throw pillows.

B) Housekeeping During a Guest Stay

This will vary according to the level we are in – level 2 or level 3 and of course the gray area in between and will be up to the judgement of individual accommodations unless Public Health provides clearer guidelines as time goes along i.e. in level 2 room daily cleaning for stay over may be stopped and fresh supplies as needed are left outside the guest room door.

C) House Keeping After Guest Leaves

In level 2 room cleaning after the guest leaves will encompass a new level of hygiene and disinfection and those protocols are fairly clear

In level 3 room cleaning will be the new norm with the new norm level of hygiene and disinfection

D) Cleaning after the Guest Leaves

- i) All rooms must be fully cleaned and disinfected after every guest check out
- ii) Ensure staff do not enter guest rooms until authorized
- iii) Time of staff entry to a room depends on the level in which we are and the health status of the guest
 - a) Recreational Guest
 - b) Self Isolating
 - c) Quarantining

The information may not always be reliably available from the guest or there may be no mechanism in place to acquire their information e.g. online bookings, no information available from guests.

During the level 2 period and until the sector is fully open and we are in level 3 the safest guideline for businesses that do not have HVAC and systems like Rapid Recovery Unit (UV light Oxygen Generator) appears to be to leave the room unoccupied with no entry for 72 hours after the guest leaves. This allows for aerosol COVID-19 to dissipate completely and COVID-19 on hard surfaces to greatly dissipate (Even though studies show that the virus is detectable on cardboard and stainless steel and plastic at 24 hours, 2 days and 3 days respectively, the amount of viable virus has greatly decreased. The survival time on soft surfaces such as chairs and curtains and time on fabric is believed to be much less.

Detecting the virus at later dates (e.g. the cruise ship Diamond Princess at 17 days) although reported was not well studied or quantified (CDC:RNA detected on cruise ship but the report doesn't specify if it was viable virus and how concentrated it was). Again this is a template and until further protocol is defined by public health, individual businesses will decide on the time frame to enter the room but it should not be less than 24 hours after guest departure.

- iv) As we move forward without a surge in cases i.e. as we move closer to level 3, we will reach a point of confidence that cleaning can begin sooner probably within a few hours. When we are reasonably certain by case counts that the person does not have COVID-19. In both settings iii and iv the same cleaning procedures once the room is entered pertain and they pertain no matter what delay period for room entry is used.

E) Room Cleaning Procedure- General Principals

- i) Do hand hygiene and put on a new pair of gloves before entering the room
- ii) Disinfect the door hardware using a DIN product (ix)
- iii) Open the door and inspect the room
- iv) Any visible dirt will need to be removed using the usual methods before disinfection can effectively occur
- v) Avoid washing procedures that could involve splashing and spraying [in the face] as contact can lead to touching and spread to the eyes, nose or mouth.
- vi) Use clean cloths/ paper towels to clean soiled surfaces and immediately discard paper wipes after use
- vii) Pick up debris and trash and empty trash and dispose of trash in garbage bag. Discard all items left in rooms by guests. Discard all single use items left in the room, even if unused e.g. soaps, toilet paper (or unroll multiple layers and discard)
- viii) Remove bed linens and towels without shaking and place directly into a plastic laundry bag

After cleaning is completed

- ix) Use spray disinfectant that has a Drug Identification Number (DIN) and follow product label for dilutions, contact time required to be effective and safe use
- x) Spray and do not wipe all bathroom hard surfaces with multi-purpose disinfectant cleaner (toilets, urinals, sinks, countertops, fixtures, shower/tub)
- xi) Dust clean and disinfect all hard surfaces in the room with focus on high frequency touch points such as door knobs, light switches, lamp switches, thermostats, telephone, remote control, fridge door, garbage cans, drawer and cupboard handles, safe door, hairdryer
- xii) Return to the bathroom after disinfectant contact time to wipe/scrub and rinse hard surfaces starting with the shower/ tub and ending with the toilet with special attention to all faucets, toilet and shower fixtures, and light fixtures.
- xiii) Vacuum soft surfaced floor (carpet). Vacuums equipped with filters preferably HEPA filters are recommended CDC does not recommend vacuuming if there is no exhaust

filter on the vacuum. Steam cleaners can be used as long as they reach a minimum temperature of 71 Degrees Celsius unless the floor coverings are not heat tolerant.

xiv) Mop and disinfect hard surfaced floor (tile)

xv) Steam or use fabric friendly disinfectant spray on curtains and plush furnishing (sample appended)

xvi) Air the room by opening the windows when you make up beds and replace bathroom linens

xvii) Remove garbage and used linens from room

xviii) Remove gloves properly and place in room garbage

xix) Disinfect hands

xx) Close the windows and leave the room

xxi) Disinfect pails and cleaning equipment after each room

xxii) Use a set of laundered cloths per room and place used cloths in laundry bag

3. Waste Management

- i) Wear disposable gloves when handling waste
- ii) Remove gloves properly and sanitize hands after handling and disposing of garbage
- iii) Place any punctured garbage bags in a second bag
- iv) Close bags securely and place in disposal bin.

4. Laundry

- i) Wear disposable gloves when handling dirty laundry and discard after each use.
- ii) Do not shake or sort dirty laundry except into separate bags if desired e.g towels, sheets. This minimizes the chance of dispersing virus particles in the air (although the chance of this appears to be small if the room is left for a few days after guest departure)
- iii) Place laundry directly into the machine and launder
- iv) Launder items in the warmest appropriate temperature setting and dry items completely. It is not necessary to add disinfectant
- v) Use disposable laundry bags or disinfect hampers after use for dirty laundry
- vi) Clean and disinfect the front loading area of washing machines
- vii) Machine loading: For towels: Full wash wheel. For Sheets: Leave 6"-10" of free space in wash wheel
- viii) Follow standard wash formulas and dry times
- ix) Avoid clean laundry contact with floor, walls or dirty carts
- x) Clean and disinfect all equipment; carts, tables, and floor at the end of the day
- xi) Keep all housekeeping areas tidy and clean and uncluttered to avoid contamination with COVID-19.

Checklists/Instructional Materials

Reception Checklist

Before opening to the public

1. Sanitize hands by washing with soap and water per protocol or using hand sanitizer
2. Disinfect door hardware leaving wet for time required as noted on disinfectant container
3. Ensure signage on the door to use hand sanitizer before entering and distance from other customers by 6ft. if waiting for entry
4. Ensure floor decal our boundary line on floor or suitable barrier in place to ensure customers stay 6 ft back from receptionist
5. Disinfect counter/table top and plexi-glass screen
6. Ensure counter has no loose materials on it that customers might handle except brochure rack materials. Signage beside the rack to say please do not return brochures handled to the rack
7. Ensure there are no items in reception area that customer and return e.g. retail areas are closed and not operational, no flowers to smell, no print materials not in a brochure rack

During Open Hours

1. Allow one customer into the space at a time
2. Sanitize hands frequently
3. Ensure any keys or key cards given out have been disinfected and any returned are disinfected by spraying both sides with disinfectant solution and left wet for the time recommended on the container
4. Paperless, pen less check in. Electronic signature or confirmation email to replace registration card and guarantee for room damages with reception recording information like the make and model of vehicle.
5. Paperless, pen less no contact payment by e-transfer in advance, staff manual credit card entry for the customer payment to process
6. Email receipt
7. Disinfect counter and door hardware after departure before receiving the next customer.
8. If possible remote checkout by telephone to accomplish the above
9. For other guest interactions
 - a. One customer at a time

- b. Observe distancing 6 ft. minimum
 - c. Sanitize hands before ever touching items like extra towels or extra amenities requested
- 10. Spray disinfectant on carpet after vacuuming at end of shift use a vacuum with a HEPA filter
- 11. Spray down any furniture in the space at end of shift e.g. front of counter, barrier pieces, tables, brochure racks, plexi-glass.
- 12. Ensure any guest information like take out menus, regional tourism news about what businesses are currently operational and what protocol is to be expected and what cooperation is needed from guests for everyone's safety – ensure any of this is available in brochure format and/or the business website

Guest Room Cleaning Checklist

1. Start the process of room cleaning only when entry okayed by management
2. Do hand hygiene (soap and water in prescribed manner or hand sanitizer)
3. Put on a new pair of disposable gloves
4. Disinfect the hardware – leave the disinfectant wet for required time noted on product
5. Open the door and inspect the room
6. Pick up debris and empty trash bin and dispose of trash in garbage bags. Discard all items left in the room by guests. Discard all single use items left in the room even if unused e.g. soaps, shampoos, unroll several layers of toilet paper.
7. Avoid work procedures that could involve splashing or spraying [especially in the face] as contact can lead to touching and spread to the eyes, nose or mouth
8. Always avoid touching your face
9. Use clean a clean cloth or paper towels to clean soiled surfaces and package cloths for laundry or discard paper wipes when finished cleaning
10. Remove bed linens and bath linens without shaking and place directly into a plastic laundry bag. Remove shower curtain for laundering
11. After cleaning is completed use spray disinfectant that has a Drug Identification Number (DIN) and follow product directions on the label for dilution, contact time required to be effective and safe use
12. Spray and do not wipe all bathroom hard surfaces with multipurpose disinfectant cleaners (toilet, urinals, sinks, countertops, fixtures, shower/tub
13. Dust clean and disinfect all hard surfaces in the room. With focus on high frequency touch points such as door knobs/latches, light switches, lamp switches, thermostats, telephones, alarm clock radios, drapery pull handles, remote control devices, fridge door, garbage cans, drawer and cupboard handles, safe door, hairdryers
14. Return to the bathroom after disinfectant contact time to wipe/scrub and rinse all hard surfaces starting with the shower/tub and ending with the toilet with special attention to all faucets, toilet and shower handles and light switches wipe down and disinfect patio furniture or railings
15. Mop hard surfaced floors and disinfect
16. Vacuum soft surfaced floor (carpet) Do not vacuum if there is no exhaust filter on the vacuum.
17. Steam clean carpets to a minimum of 71 degrees Celsius (or use a fabric friendly disinfectant sprays e.g. quarter nafy ammonium based 10 minute contact time.
18. Spray or steam curtains and plush furnishing (test quaternary ammonium spray on non visible area of fabric or carpet first.

19. Air the room by opening windows while you make the bed and replace bathroom linens.
20. Remove garbage and used linens from room
21. Remove gloves properly and put with room garbage
22. Sanitize hands
23. Close all windows and leave room
24. Disinfect pails and cleaning equipment after each room
25. Use a set of laundered cloths per room and place soiled cloths into room laundry
26. Never place personal items of any sort on cleaning cart and carry-all
27. The same cleaning procedures need to be applied to all areas of accommodations that comprises other living areas e.g. kitchens, living rooms, extra bathrooms etc.
Consideration should be given to sanitizing kitchen dishes and equipment even if the guest has washed them at least during the level 2 phase. Especially if the property is being cleaned and re-rented under the 72 hour period.