

# ACCOMMODATIONS

*HOTELS, RESORT, LODGES, BED & BREAKFAST,  
CABINS, CONDOS, RV PARKS AND CAMPING*



## Overview

The Hotel Association of Canada together with the American Hotel & Lodging Association provide a North American best practice approach.

The enhanced safety protocols elevate existing standards to prepare hotels for the new COVID-19 reality can be found here: <https://www.hacsafestay.com/>

## Guest & Employee Health

See General Operating Guidelines for more information.

- General Managers should coordinate with local health authorities if a guest has contracted COVID-19
- Do not make assumptions about guest health
- Guests under self-quarantine should be reminded to inform staff or local health authorities immediately if they exhibit symptoms
- If an employee has COVID-19 they should promptly coordinate with local health authorities
- Employees may wear a face mask
- Beware of the potential risks of wearing a face mask
- Review your company cancellation policy

### Additional Resources

- **Information for Hoteliers:** <https://www.hac-covid.com/information-for-hotels>
- **FAQs:** [http://www.hotelassociation.ca/wp-content/uploads/2020/03/FAQ-Final-Eng\\_.pdf](http://www.hotelassociation.ca/wp-content/uploads/2020/03/FAQ-Final-Eng_.pdf)

# Temporary Guidelines for Modified Operations COVID-19

Begin implementing these operational changes to help prevent the spread of infectious disease.

- Eliminate 'discretionary' buffets and avoid guest self-service in Concierge lounge
- Ensure that accommodations can execute the top of bed cleaning standard consistently
- Eliminate non-disposable in-room glassware; Replace with disposable alternatives in the guestroom and in lounge areas
- Eliminate in-room coffee machines; Move to offering tea/coffee machines on demand. Ensure disinfecting after guest use and replace during room cleaning
- Remove non-essential amenities from guest rooms and lounge areas (including magazines, decorative pillows, bed throws, flowers, pens, paper, non-fixed desktop items) to minimize potential areas of exposure and focus cleaning on essentials
- Eliminate 'unwrapped' food snack items (remove candy dishes, cookie jars, all fruit not meant to be peeled before eating)
- Increase frequency and visibility of staff cleaning/disinfecting in outlets, F&B areas, and Lounge areas
- Require all F&B food service and prep to wear gloves at all times Ensure gloves are changed/disposed of in accordance with Public Health guidance
- Store bar fruit/condiments in covered containers at all times; Remove only with proper utensils which are sanitized every 30 minutes; Move to cutting/slicing on order using gloves
- Reduce Glassware stored on Bars or adjacent to guest bar seating. Preferred action: Rinse glasses in glass 'rinsers' before preparing drinks
- Event management - Eliminate guest service at buffets. Replace with Attended Stations or small individually plated portions
- Eliminate perishable food items from VIP amenities Replace with boxed chocolates, sealed or bagged candies, cookies, nut mixes etc.
- Disinfect guest keys/cards before presenting

# RV Parks & Camping

- Comply with all provincial/territorial and local laws that may apply to your hosting activity, including health, safety, and travel restrictions:
  - » We expect that you resume hosting only after any relevant restrictions have been lifted. These may include shelter-in-place directives, non-essential travel restrictions, or short-term rental prohibitions. Be sure to also follow safety directives from your local and regional health departments, as the impact of Covid19 varies by area
  
- Clean and disinfect your property with certified disinfectant before and after all bookings:
  - » Clean with soap and water, then use an government certified disinfectants (<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19.html>) help reduce risk. When using disinfectants, follow the label directions for safe, effective use. Ensure all shared amenities are thoroughly cleaned between uses by different groups. According to the CDC in the US, outdoor areas generally require normal routine cleaning and do not require disinfection
  
- Adjust the space between sites or reduce occupancy at your property to ensure proper physical distancing:
  - » Practice physical distancing by keeping at least 2 to 4 meters (6 to 12 feet) away between campers. Create highly visible, 2 meter spacing indicators to help guests keep their distance between sites and at shared bathrooms, kitchen facilities, and other amenities
  - » RVs need to maintain a 30 feet distance between other RVs
  
- A campground should consider:
  - » If guests exhibit signs of Covid19 that they be denied entry into the park and ask to come back when they are feeling better (see General Operating Guidelines for details)
  - » If you've permitted guests on your property to self-quarantine, please refer to this guide for detailed instructions: <https://248kuz398nlt2tn7ov2ddt9f-wpengine.netdna-ssl.com/wp-content/uploads/2020/04/Coronavirus-Response-1-1.pdf>
  - » If a guest is denied a reservation for the reasons of self-quarantining, it is possible that they may check-in to another property without disclosing their circumstances
  
- What can I do to decrease risk of infection in common areas?
  - » In order to decrease the risk of contamination, campgrounds should consider altering service provisions
  - » Campgrounds should limit access to common areas that may be considered high-touch contagious areas, such as pools, gyms and other recreational gathering areas
  - » Speak with your team about changing hours of food service, grocery/convenience store facilities, and other services based upon occupancy
  - » Food service can only be provided in a take out/delivery model. For in-dining operations see Restaurants & Food Service section
  - » After each guest leaves your park, disinfect used gate/security access cards or keys with peroxide disinfectant per prescribed protocol

- » Employees should wear gloves when handling gate cards or other items – which should be cleaned one at a time
  - » Enhanced protocol in washroom, laundry and shower facilities: In addition to your regular janitorial protocols, it is prudent to implement enhanced measures including more frequent facility cleaning, scheduled/time-blocking individual guest access, and offering disinfectant products (ie. disposable wipes) for guests to use on door handles, shower knobs, laundry machine buttons, and other high-touch areas
- High-Volumes at Check-In/Out Time:
- » It is recommended that campgrounds avoid backlog at check-in/out times by scheduling time blocks or specific time slots for individual campers to process payment and other necessary communications with staff
  - » Limiting shared contact with pens, tablets, and other supplies, as well as sanitizing PIN pads and other front desk items regularly is necessary
- Enhanced Daily Protocols:
- » In light of the extreme fluidity and unprecedented nature of this entire scenario, there will be consistent necessity for flexibility and adaptation in your policies and protocols. It is important to stay vigilant about necessary changes to your response planning
  - » Fundamentals of utmost importance will of course be enhanced janitorial protocols, but it is also necessary to consider the implications of reduced operation requirements (related to reduced staffing or mitigating the spread of infection), as well as high needs from clients who potentially become ill while on your property
  - » Access to emergency and essential services will remain vital throughout the camping season. Ensure that you are communicating all of your policy changes and requirements to your team on a regular basis
- Cancellations & Refunds:
- » Campgrounds are establishing policies and plans for processing inevitable reservation cancellations
  - » Some parks are utilizing a time frame in which to waive any cancellation fees. Some are offering complete refunds with all fees waived regardless of time frame, while others are utilizing their standard cancellation process
  - » Regardless of your selected cancellation terms, it is important that they are clearly displayed on your website and any campground communications with guests

## Additional Resources

- **COVID-19 Updates Available Online at:** <https://ccrvc.ca/wp-content/uploads/2020/04/Coronavirus-Response-1-1.pdf>