



FAQ

TAKING CARE OF EMPLOYEES & GUESTS

HOTELASSOCIATION.CA/CORONAVIRUS

CORONAVIRUS & HOTELS

FAQ

(COVID-19)

KEY TAKEAWAYS:

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



GUESTS

What if a guest has COVID-19?

If a staff member is made aware of a guest confirmed to have COVID-19 they should contact the General Manager immediately. The hotel should promptly coordinate with local health authorities to establish crisis management procedures.

Can staff question a guest if they have COVID-19?

No, it is recommended that staff do not question guests or make assumptions regarding their health. It would also be inappropriate to check their passports or ask about their recent travel.

How should we address guests who want to self-quarantine at our property?

If a guest is staying at a hotel for the purposes of self-quarantining, they should be reminded to inform local health authorities or staff immediately if they exhibit any symptoms of COVID-19.

A hotel should consider:

- Not providing cleaning or housekeeping services
- Asking the guest to confine themselves to their guestroom

If a guest is denied a reservation for the reasons of self-quarantining, it is possible that they may check-in to another hotel without disclosing their circumstances.

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FAQ

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KEY TAKEAWAYS:

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



STAFF

What if an employee has COVID-19?

If a staff member is confirmed to have COVID-19 they should contact the General Manager immediately. The hotel should promptly coordinate with local health authorities ([link to Canada health agencies](#)) to establish crisis management procedures.

What if an employee requests to wear a face mask?

It is recommended to allow any employees wishing to wear a face mask to do so. However, according to the Public Health Agency of Canada, if you are a healthy individual, the use of a mask is not recommended for preventing the spread of COVID-19.

Wearing a mask when you are not ill may give a false sense of security. There is a potential risk of infection with improper mask use and disposal. They also need to be changed frequently.

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KEY TAKEAWAYS:

Review your company cancellation policy



CANCELLATIONS

Many hotels have established a timeframe and incoming regions in which to waive fees on cancellations.

FOR EXAMPLE:

March 12-June 1

For guests travelling from the following locations:

Asia Pacific: Mainland China, Hong Kong SAR, Macau SAR, Taiwan, Japan, South Korea, French Polynesia, Maldives, India, Sri Lanka, Bhutan, Nepal Bangladesh, Thailand, Myanmar, Cambodia, Vietnam, Malaysia, Singapore, Indonesia, Philippines, Australia, New Zealand, Fiji, New Caledonia, Samoa

Europe: Italy

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FAQ

(COVID-19)

KEY TAKEAWAYS:

Consider discontinuing door or bell service

Limit access to common areas

Speak with operational outlets to relax
hours of service

Discontinue buffet stations

Properly clean guest key cards



LOBBY & COMMON AREAS

What can I do to decrease risk of infection in lobby and other common areas?

- In order to decrease the risk of contamination, hotels should consider discontinuing door and/or bell service.
- Hotels can also temporarily close or limit access to common areas that may be considered high-touch contagious areas, such as pools, gyms and saunas.
- Speak with your Food and Beverage team about relaxing operational outlets and hours of lunch, dinner and room service based upon occupancy.
- Temporarily discontinuing the use of buffet stations is highly recommended.
- After each guest leaves, disinfect used guest room hard keys with peroxide disinfectant per prescribed protocol. Associates should wear gloves when handling key cards – which should be cleaned one at a time.

CORONAVIRUS & HOTELS

FAQ

(COVID-19)

KEY TAKEAWAYS:

Symptoms may take 14 days to appear after exposure

Understand the symptoms of COVID-19

COVID-19 can be contracted from others or by touching surfaces, and then touching their eyes, nose and mouth



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AWARENESS

Understand COVID-19

Those who are infected with COVID-19 may have little to no symptoms. You may not know you have symptoms of COVID-19 because they are similar to a cold or flu.

Symptoms may take up to 14 days to appear after exposure to COVID-19. This is the longest known infectious period for this disease. Health officials are currently investigating if the virus can be transmitted to others if someone is not showing symptoms. While experts believe that it is possible, it is considered to be rare.

Symptoms have included:

- fever
- cough
- difficulty breathing
- pneumonia in both lungs

In severe cases, infection can lead to death.

People can catch COVID-19 from others who have the virus or by touching these objects or surfaces, then touching their eyes, nose, or mouth. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads.

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FAQ

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KEY TAKEAWAYS:

Wash your hands often with soap and water for at least 20 seconds

Cough into your arm, not your hand

Clean high-touch surfaces frequently with regular household cleaners



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PREVENTION

Proper hygiene can help reduce the risk of infection or spreading infection to others:

- Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food
 - use alcohol-based hand sanitizer if soap and water are not available
- When coughing or sneezing:
 - cough or sneeze into a tissue or the bend of your arm, not your hand
 - dispose of any tissues you have used as soon as possible in a lined waste basket and wash your hands afterwards
 - avoid touching your eyes, nose, or mouth with unwashed hands
- Clean the following high-touch surfaces frequently with regular household cleaners or diluted bleach (1 part bleach to 9 parts water):
 - toys
 - toilets
 - phones
 - electronics
 - door handles
 - bedside tables
 - television remotes