

# GUIDANCE FOR HOTELS, MOTELS, BED & BREAKFASTS AND VACATION RENTALS

## Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the [COVID-19 General Relaunch Guidance](#), this guidance, and any other applicable Alberta Health guidance found at: <https://www.alberta.ca/bizconnect.aspx>.

This document has been developed to support those who organize outdoor events, such as weddings, family reunions, retirements, anniversaries, volunteer appreciations, or other celebrations, in reducing the risk of transmission of COVID-19 among attendees (including participants, caterers, workers, volunteers, patrons and the general public). The guidance provided outlines public health and infection prevention and control measures specific to outdoor events.

In Stage 2, with 2 metres of distance maintained between members of different households (with the exception of [cohort families](#)), the following capacity restrictions apply:

- A maximum of 200 spectators are permitted for outdoor seated/audience event/settings.
- A maximum of 100 spectators are permitted for indoor seated/audience event/settings.
- A maximum of 100 individuals are permitted for an outdoor gathering, including attendees, staff, photographers and volunteers.
- A maximum of 50 individuals are permitted for an indoor gathering, including attendees, staff, photographers and volunteers.

This document and the guidance within it is subject to change and will be updated as needed. Current information related to COVID-19 can be found: <https://www.alberta.ca/covid-19-information.aspx>

## COVID-19 Risk Mitigation

<b>Screening &amp; Response Plan</b>	Operators should: <ul style="list-style-type: none"><li>• Post <u>signs</u> that instruct those who may have been exposed to COVID-19 to not enter.</li><li>• Consider implementing active screening of attendees (where applicable) and staff for symptoms of fever, sore throat, cough, runny nose or difficulty breathing.<ul style="list-style-type: none"><li>○ Operators may choose to use <a href="#">Alberta Health Daily Checklist</a>.</li><li>○ The Alberta Health Services <a href="#">COVID-19 Self-Assessment tool</a> can be used by attendees.</li></ul></li></ul>
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# GUIDANCE FOR HOTELS, MOTELS, BED & BREAKFASTS AND VACATION RENTALS

	<p>A rapid response plan sets out a fast-action plan for operators when an attendee shows symptoms or tests positive for COVID-19.</p> <ul style="list-style-type: none"> <li>• Operators should develop a plan that includes appropriate policies and procedures based on the type of attendees specific to their services and settings.</li> <li>• Staff should be familiar with and follow the operator’s rapid response plan if an attendee starts feeling symptoms during a shift. This should include:             <ul style="list-style-type: none"> <li>○ Immediately isolating the attendee from others.</li> <li>○ Cleaning and disinfecting all surfaces that may have come into contact with the symptomatic attendee.</li> <li>○ Requiring hand hygiene and masking of the attendee.</li> <li>○ The attendee must isolate as soon as possible.</li> </ul> </li> </ul>
<p><b>Booking and Check-in Procedures</b></p>	<ul style="list-style-type: none"> <li>• Consider touchless alternatives for check-in, such as:             <ul style="list-style-type: none"> <li>○ Encouraging online check-in.</li> <li>○ Have guests fill out information on a tablet instead of paper, and disinfecting the tablet after each use.</li> <li>○ Ensuring that credit card readers are positioned so guests can swipe their cards without touching the card reader.</li> <li>○ If staff must touch credit cards or guest ID, perform hand hygiene before and after handling.</li> <li>○ Offering “curbside” check in, rather than having guests come to the front desk.</li> <li>○ Having separate pens for each guest and staff member to use. Disinfect guest pens after each use, or use a new pen for each guest.</li> </ul> </li> <li>• Advise all guests that they must physically distance from other guests who are not from their household.             <ul style="list-style-type: none"> <li>○ Advise guests that visitors should be discouraged.</li> </ul> </li> </ul>
<p><b>Lobby</b></p>	<ul style="list-style-type: none"> <li>• Advise guests who are not from the same household to physically distance while in waiting areas.</li> <li>• Place tape or other markings on floors to identify two-metre distances where line-ups typically occur.</li> <li>• Arrange seating areas to facilitate physical distancing. Consider removing seats to discourage gathering.</li> <li>• Encourage guests to wash their hands or use hand sanitizer with at least 60% alcohol content when entering and leaving the premises.             <ul style="list-style-type: none"> <li>○ Provide hand sanitizer stations in lobby areas and near elevators.</li> </ul> </li> <li>• Encourage staff to avoid touching personal items of clients, such as luggage.</li> </ul>

# GUIDANCE FOR HOTELS, MOTELS, BED & BREAKFASTS AND VACATION RENTALS

	<ul style="list-style-type: none"> <li>○ If luggage handling services are provided, hand hygiene measures should be undertaken before and after handling.</li> <li>○ Remove communal items that cannot be easily cleaned, such as brochures, newspapers and magazines.</li> <li>● Suspend the provision of self-serve coffee stations and lobby snacks.</li> <li>● Water fountains or coolers may remain open and should be cleaned and disinfected frequently.</li> <li>● Where disposable water cups are provided, place a lined garbage receptacle close by for any used cups.</li> </ul>
<p><b>Common Areas</b></p>	<ul style="list-style-type: none"> <li>● Post signage throughout the facility. Suggested signage includes:             <ul style="list-style-type: none"> <li>○ <a href="#">COVID-19 information posters</a></li> <li>○ <a href="#">AHS Infection Prevention and Control posters</a></li> </ul> </li> <li>● Increase daily cleaning and disinfection of common areas and surfaces. Pay particular attention to door knobs, light switches, staff rooms, desktops, stair railings, keyboards, counters, elevator buttons, washrooms and other high touch surfaces.</li> <li>● Clean and disinfect frequently touched objects and surfaces as per AHS' Public Health Guidelines for Environmental Cleaning of Public Facilities during Respiratory Illnesses in the Community.</li> <li>● Place hand sanitizer stations in high traffic areas.</li> <li>● Consider limiting the use of business centres. If business centres are open, increase the frequency of cleaning and disinfection of surfaces and provide hand sanitizer and cleaning wipes for public use.</li> <li>● Indoor fitness centres, along with pools, whirlpools and waterslides, should follow specific <a href="#">guidance</a> for these settings/facilities</li> </ul>
<p><b>Administrative Areas</b></p>	<ul style="list-style-type: none"> <li>● Increase the frequency of cleaning and disinfection of high-traffic areas and high-use items such as, handrails, elevator buttons, doorknobs, PIN pads, keyboards, counters, pens, room key cards, and keys.</li> <li>● Install physical barriers or dividers, such as partitions or windows, to separate staff and guests at concierge areas. Taped floor lines or other barriers can help keep guests from getting too close to employees.</li> <li>● Clean and disinfect any items used by staff (computers, telephones, etc.) at the end of each shift and in between uses if staff are using a shared item.</li> <li>● Require all personal communication devices (e.g. phones and radios) to be disinfected at the start and end of each shift.</li> <li>● Direct employees to regularly clean and disinfect their workspaces (e.g. computers)</li> </ul>

# GUIDANCE FOR HOTELS, MOTELS, BED & BREAKFASTS AND VACATION RENTALS

<b>Guest Rooms</b>	Prior to check-in: <ul style="list-style-type: none"><li>• Remove non-essential items from guest rooms, such as flowers, self-serve coffee, notepads, pens, hotel services advertisements, coffee table books, menus, decorative throw pillows and bed scarves, irons, hairdryers, etc. These can be provide if guests express a need for them.</li><li>• Minimize the number of bed pillows.</li><li>• Consider stocking the room with additional towels and other essentials to minimize the need to enter rooms.</li></ul>
<b>Housekeeping</b>	<ul style="list-style-type: none"><li>• Refer to guidance on environmental cleaning in the <a href="#">General Relaunch Guidance</a> document when establishing room-cleaning procedures.</li><li>• Consider reducing the level of housekeeping for any clients at this time to minimize the time staff spend in client’s spaces.</li><li>• Perform hand hygiene after handling soiled laundry.</li><li>• Do not shake soiled laundry. This minimizes the possibility of dispersing virus through the air.</li><li>• Launder items using the warmest appropriate water setting and fully dry items completely using mechanical dryers (no line-drying).</li><li>• Clean and disinfect clothes hampers; consider using a bag liner that is disposable or a liner that can be laundered.</li><li>• Launder any removable cloth/plush items.</li><li>• Disinfect cleaning and laundry equipment at the end of each work day, including laundry carts/bins, baskets, vacuums, sinks, tables, and all other frequently used surfaces.</li><li>• Do not take food or beverages into the laundry area.</li><li>• Consider routine steam cleaning of areas that are likely to be contaminated but cannot be laundered (e.g., plush chairs).</li><li>• Discard or launder all dirty cleaning rags after cleaning each room.</li><li>• Guest laundry should be washed using the warmest appropriate setting and dried completely.</li><li>• Place any used gloves and other contaminated disposable items in a lined container.</li><li>• Place any items forgotten or left behind by guests in a plastic bag, which should then be twisted shut.<ul style="list-style-type: none"><li>○ Normal procedures should be followed for disposing or returning guest items.</li><li>○ At this time, it is not recommended that surrendered guest items be donated to local charities.</li></ul></li><li>• If the guest room includes a kitchen with cooking and eating utensils, all items should be washed thoroughly with hot soapy water and sanitized; or placed in a dishwasher and sanitized by heat or chemical sanitizer.</li></ul>

# GUIDANCE FOR HOTELS, MOTELS, BED & BREAKFASTS AND VACATION RENTALS

	<p>After check-out:</p> <ul style="list-style-type: none"><li>• Clean and disinfect all areas of the room and all high-touch items such as toilet handles, remote controls, radios, telephones, irons, hairdryers, clothes hangers, temperature controls, etc.</li><li>• Clean and disinfect room keys and/or key cards.</li><li>• Launder bedding, linens and towels.</li></ul>
<b>Dining Areas</b>	<ul style="list-style-type: none"><li>• Food service providers are required to follow the <a href="#">Food Regulation</a> and <a href="#">Food Retail and Foodservices Code</a> and existing occupational health and safety requirements.<ul style="list-style-type: none"><li>○ Operators should also follow the <a href="#">COVID-19 General Relaunch Guidance</a> and the <a href="#">Restaurants, Cafes, Pubs, and Bars Guidance</a></li></ul></li><li>• Buffets and self service options may only be offered if facilitated and overseen by a commercial caterer who holds a food handling permit in accordance with the Guidance for Restaurant, Cafés, Pubs and Bars</li><li>• Consider offering “grab &amp; go” options. Take-out food offerings should be individually wrapped and single serve items only.</li></ul>

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## Bed & Breakfasts

For the purposes of this guidance document, a Bed & Breakfast is defined as a private dwelling that is occupied by the owner/operator and provides accommodations and meals to one or more overnight guests. Owners should follow all applicable guidance set out in the above section for hotels, motels and similar accommodations. Because of the unique nature of bed & breakfasts, the following guidance also applies.

<b>Additional Guidance</b>	<ul style="list-style-type: none"><li>• Consider providing accommodations only to individuals from the same household at any given time, unless the home is configured so that different households are completely separated and have no need for, or access to, shared common spaces, including bathrooms.<ul style="list-style-type: none"><li>○ Shared entrances and exits would be an exception.</li></ul></li><li>• If multiple households are present, stagger arrival, departure and meal times to facilitate physical distancing.</li><li>• Consider limiting guest access to the rental space only. Access to rooms and other areas normally occupied by the owner, such as the family kitchen, is strongly discouraged.</li><li>• Bring meals to the guests' bedrooms or to a dining area dedicated for guest family use only.</li><li>• The owner and other household members should not dine with guests. Prohibit access to non-essential rooms, equipment and other private areas to minimize the need for cleaning and disinfecting after guest check-out.</li></ul>
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# GUIDANCE FOR HOTELS, MOTELS, BED & BREAKFASTS AND VACATION RENTALS

## Short-term Vacation Rental Accommodations

For the purposes of this guidance document, a short-term vacation rental accommodation is defined as a private dwelling that provides short-term accommodations to guests and is not occupied by the owner. These are typically booked by a central online agency. It is expected that the owner will follow all applicable guidance set out in the above section for hotels, motels and similar accommodations.

Because of the unique nature of short-term vacation rentals, including the absence of on-site supervision and housecleaning, the following guidance also applies.

<b>Additional Guidance</b>	<ul style="list-style-type: none"><li>• Consider renting the home only to individuals from the same household at any given time, unless the home is configured so that different households are completely separated and have no need for, or access to, shared common spaces.</li><li>• If multiple households are present, stagger arrival and departure times to facilitate physical distancing.</li><li>• Conduct thorough housekeeping (see hotels section) after each check-out, despite any contractual obligation for the guests to clean the home.</li><li>• Consider prohibiting access to non-essential rooms, equipment and private areas to minimize the need for cleaning and disinfecting after check out.</li></ul>
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