

COVID-19 Guidance for Hotels and Bed and Breakfast Accommodations

It is important for the hotel industry to provide a safe environment for their guests while adhering to the recommendations for lowering the risk of transmission of COVID-19. COVID-19 is a new virus. It spreads by respiratory droplets of an infected person to others with whom they have close contact. It can survive on different surfaces but can be killed by most cleaners and disinfectants. Here are some helpful tips for keeping you, your staff, and your guests safe.

Stay Up-to-Date

Monitor www.gov.nl.ca/covid-19/ for the most recent and accurate information about COVID-19 including the workplace.

Visit www.gov.nl.ca/covid-19/ for information about the COVID-19 on-line Self-Assessment tool.

Know the Symptoms of COVID-19

Coronavirus (COVID-19) is a new disease. Symptoms are defined as two or more of the following (new or worsening):

- fever (or signs of a fever*);
- cough;
- headache;
- sore throat;
- runny nose.

*signs of a fever include chills, sweats, muscle aches, lightheadedness

If you have these symptoms, stay at home, complete the COVID-19 Self-Assessment tool www.gov.nl.ca/covid-19/ and follow directions based on the outcome of your self-assessment.

How is COVID-19 spread?

COVID-19 spreads through close contact with an infected person, mostly face-to-face or within a household through:

- Respiratory droplets made when you cough or sneeze;
- Close personal contact, such as touching or shaking hands;
- Touching objects or surfaces (such as door handles or tables) with the virus on it, then touching your mouth, nose or eyes before washing your hands; and
- While it is unknown at this time, the extent to which pre-symptomatic and asymptomatic transmission is taking place, we do know that it is occurring among people in close contact or in close physical settings. The vast majority of transmission of COVID-19 occurs when individuals have symptoms.

How else can I prevent the spread of COVID-19?

- If you have COVID-19 symptoms, stay at home, complete the COVID-19 Self-Assessment tool (www.gov.nl.ca/covid-19/) and follow directions based on the outcome of your self-assessment.

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60 percent alcohol if soap and water are not available.
- Avoid touching your eyes, nose, or mouth.
- Cover your mouth and nose with a tissue when you cough or sneeze, then throw the tissue in the trash and wash your hands.
- Keep a distance of 2 meters (6 feet) between yourself and others (physical distancing).

What if a guest has COVID-19?

If a staff person is made aware of a guest who has suspected or confirmed COVID-19, contact the manager immediately, have the guest stay in their room to self-isolate. Have the guest call 811 and follow their directions. Clean and disinfect all high touch areas. Specific guidance on cleaning and disinfecting for COVID-19 can be found at www.gov.nl.ca/covid-19/. If the guest must be in a public space, ensure the guest continues to follow handwashing guidelines, respiratory etiquette and physical distancing.

What if a guest wants to self-isolate at our hotel or B&B?

If a guest needs to self-isolate, it is important staff take precautions to prevent the spread of the virus. Staff should avoid close contact with the guest and practice physical (social) distancing by keeping a distance of 2 meters, (6 feet) between themselves and the guest.

Discuss with the guest the expectations related to self-isolation and limiting interactions with other individuals, which include:

- They must stay confined in their room and not visit any public spaces.
- If they must be in a public space, ensure the guest continues to follow handwashing, respiratory etiquette and physical distancing.
- Ask the guest to avoid any outside visitors unless there are extenuating circumstances such as a medical emergency.
- Provide guest with standard complimentary amenities and non-perishable type of food items to limit the need to make numerous daily deliveries.
- Advise the guest when they check-in, if they begin to show symptoms, to complete the COVID-19 Self-Assessment tool www.gov.nl.ca/covid-19/ and follow directions based on the outcome of their self-assessment.

Provide the guest with the mobile phone number of the hotel or B&B manager to contact should they have questions or need assistance.

Is it safe to clean a guest's room who is self-isolating?

Consider not providing cleaning or housekeeping services during the guest's stay. Provide basic cleaning supplies for the guest to use. When the guest leaves follow your industry standards for cleaning and disinfecting. Specific guidance on cleaning and disinfecting for COVID-19 can be found at www.gov.nl.ca/covid-19/.

How can hotels and B&Bs decrease the risk of infection in lobbies and other common areas?

- Close dining areas, per March 23, 2020 Special Measures Order, and only provide room service or take-out service options.
- If room service is provided, use disposable plastic/paper cutlery and containers. For room service and take-out deliveries, leave all food and beverages at the guest's door for pick-up by the guest.

- All gym and fitness facilities must close per the March 23 Special Measures Order. This includes hotel pools, gyms and saunas.
- Clean and disinfect frequently touched surfaces such as sinks, toilets, door handles, light switches, phones, vending machines, electronics and television remotes.
- Wash hands immediately after handling guest room hard keys and key cards. After each guest leaves, disinfect keys.
- Increase the spatial separation between desks, workstations as well as individuals (e.g., employees, guests) from each other, by a 2 metre separation or use a physical barrier (e.g., cubicle, Plexiglas window.)
- Move furniture used by guests in lobby and common areas so there is a 2 metre separation.
- Keep soap dispensers filled in restrooms. Offer alcohol-based hand sanitizer that contains at least 60% alcohol in areas where soap and water is not available.

What if a guest who is self-isolating becomes ill?

- Advise guests upon check in, if they become ill to complete the COVID-19 Self-Assessment tool (www.gov.nl.ca/covid-19/) and follow directions based on the outcome their self-assessment.
- If symptoms require immediate medical attention, contact 911 and inform the operator that the guest is self-isolating for COVID-19.