

COVID-19

Guidance for facilities providing temporary accommodations to essential workers

April 22, 2020

COVID-19 is caused by a novel coronavirus and is an illness that affects the lungs and respiratory system. In general, these viruses are spread when a sick person coughs or sneezes. COVID-19 is spread person-to-person through large respiratory droplets (e.g. coughing, sneezing) that can travel up to two metres (six feet). It may also be possible for a person to get COVID-19 by touching contaminated surfaces and then touching their own mouth, nose, or possibly their eyes. Symptoms of COVID-19 may include fever, cough, shortness of breath or in severe cases difficulty breathing. Older adults, and individuals with other medical conditions (such as asthma, diabetes, or heart disease), may be more vulnerable to becoming severely ill. For more general information about COVID-19, visit wdgpublichealth.ca or call the COVID-19 call centre at 1-800-265-7293 x7006 (health related questions) or x4020 (non-health related questions).

The purpose of this document is to provide guidance for facilities providing temporary accommodations to essential workers during the COVID-19 pandemic (e.g., hotels, student housing, etc.). Some essential workers will need accommodation to distance from family members who are symptomatic; others will need accommodation to self-isolate because they have COVID-19 symptoms or have had close contact with someone who has tested positive for COVID-19; others will need accommodation to isolate because they have tested positive for COVID-19. If a resource or poster is listed below, click on the name to be redirected to the resource. **Please note: If Ministry guidance documents exist for your specific sector, please adhere to those guidelines.**

Protecting Employee Health

Employers and employees need to work together to protect their own health and their guests' health.

Screening

Consider using both passive (e.g. signage) and active screening (e.g. asking questions) measures for employees:

Passive: Signage should be posted on the entry door and throughout the facility to prompt anyone to self-identify if they feel unwell or screen positive for symptoms of COVID-19.

Active: All staff and volunteers should be actively screened when entering the building using the [Ministry of Health's online COVID-19 self-assessment tool](#). Those who fail screening are not permitted to enter and should seek further care.

Poster: [Precautions for Employees](#)

Employees stay home if sick

An employee who exhibits COVID-19 symptoms must stay home from work and use the [Ministry of Health's online COVID-19 self-assessment tool](#) to determine how to proceed. If an employee becomes sick during the day, the employee should be separated from others and sent home immediately, avoiding public transit if possible.

Physical distancing

In all settings and at all times, employees should ensure they are at least 2 metres away from other employees and guests, especially in small spaces (e.g., elevators). A physical barrier like a cubicle or Plexiglas window also works to increase distance between people.

Poster: [Physical distancing in elevators](#)

Poster: [Social distancing guidelines at work](#) (SHRM)

Where possible, adjust policies to reduce social contact, such as flexible hours and staggered start times.

Effective hand hygiene

Employees should frequently wash hands with soap and water for at least 20 seconds, avoid touching their face and cough or sneeze into the bend of their arm. Employees may use an alcohol-based hand sanitizer if soap and water are not available.

Poster: [Handwashing with soap and water](#)

Poster: [How to hand rub to use sanitizer](#) (Public Health Agency of Canada)

Non-medical masks and face coverings

Non-medical masks have not been shown to increase protection for the individual wearing the mask. Any type of non-medical face covering is not a valid substitute for effective hand hygiene and physical distancing. However, even if a person has no symptoms, non-medical masks can be worn to protect others surrounding an individual. More information about non-medical masks and face coverings can be found in the resources listed below.

Resource: [Considerations in the use of homemade masks to protect against COVID-19](#) (Public Health Agency of Canada)

Resource: [About non-medical masks and face coverings](#) (Public Health Agency of Canada)

Resource: [How to wear a mask safely](#) (Toronto Public Health)

Communicate with staff regularly

Increase awareness about COVID-19, infection prevention and protection practices with staff.

Resource: [Coronavirus disease: Being prepared: For workplaces](#) (Public Health Agency of Canada)

General Disinfection and Environmental Cleaning

If there are Ministry guidance documents for your specific sector, they should be followed. The following guidelines may also be used when cleaning and disinfecting the premises:

- Commonly used disinfectants and cleaners are effective against COVID-19.
- Surfaces need to be cleaned prior to being disinfected. Cleaning means removing grime and dirt. Disinfecting means applying chemicals to kill germs. Both steps are important to decrease infection spread.
- Increase daily disinfection and cleaning of common surfaces and areas that are more likely to be contaminated, including, but not limited to:
 - Light switches
 - Elevator buttons
 - Door knobs/handles
 - Toilet handles

- Hand rails
- Touch screen surfaces and keypads
- High touch surfaces in guest rooms
- High touch surfaces in lobbies and other common areas
- Counters in washrooms, staff rooms, offices
- Use a disinfectant with a Drug Identification Number (DIN) provided by Health Canada. Ensure product has not expired and follow manufacturer instructions.
- Staff should use & remove proper PPE according to existing policies and procedures.

Resource: [Cleaning and disinfection for public settings](#) (Public Health Ontario)

Resource: [Cleaning and disinfecting public spaces \(COVID-19\)](#) (Public Health Agency of Canada)

Resource: [Hard-surface disinfectants and hand sanitizers \(COVID-19\): List of hard surface disinfectants](#) (Public Health Agency of Canada)

Closing common areas

All common areas should remain closed during this time (e.g., gym, pool, sauna, restaurants or buffets, business centre, social or lounge rooms, playground). Employers should also offer alcohol-based hand sanitizer in the lobby by the front door.

Poster: [Common space closed](#)

Providing Service to Guests

The decision to accommodate individuals self-isolating and/or exhibiting COVID-19 symptoms is to the discretion of the facility owner.

Screening

Consider using both passive (e.g. signage) and active screening (e.g. asking questions) measures:

Passive: Existing signage should be clear and visible and direct individuals to not enter the facility if experiencing symptoms and to call the facility directly to coordinate reservation and preparation for isolation.

Active: Staff should actively screen guests for symptoms of COVID-19 over the phone during booking and before entering the facility. Use the [Ministry of Health's online](#)

[COVID-19 self-assessment tool](#) to help determine whether the guest should seek further care. Inform guests that if symptoms are developed during their stay, they are to inform a designated staff person, who will discuss self-isolation expectations and supports (see [Isolation Procedures](#) section below).

Physical Distancing

In all scenarios, employees and guests should ensure they are at least 2 metres away from each other at all times.

Poster: [Physical distancing for guests](#)

Food and Beverage Services

Food services should only be operating via room service. Room service should be providing single-use cutlery and containers. Food must be left outside the guest's door and gathered by the guest after the employee has left. After each delivery, the hotel employee should wash their hands or use an alcohol-based hand sanitizer.

For more detailed guidelines of food premises, please see the following resources.

Resource: [COVID-19 Guidelines: Food Premises and Food Delivery Services Providing Delivery and/or Takeout](#)

Resource: [COVID-19 Guidance for Food Premise – Best Practices Summary Sheet](#) (Ontario Ministry of Health)

Housekeeping

- Follow the [General Disinfection and Environmental Cleaning](#) guidelines listed above.
- Remove non-disposable in-room glassware and only use disposable glassware if possible.
- Remove non-essential items in rooms (e.g., magazines, decorative pillows, bed throws, items not attached to the desk) to decrease potential items of exposure.
- Use disposable plastic liners within waste baskets
- Staff should use and remove proper PPE according to existing policies and procedures.

Laundry

- Disposable gloves should be worn while handling dirty laundry. Immediately clean hands after removing gloves.

- Do not shake laundry items.
- Wash items with the warmest water setting (60-90°C) and ensure items are dried completely.
- Within hampers, use disposable or washable liners.
- Staff should use and remove proper PPE according to existing policies and procedures.

Essential Items for Guests

Unless in isolation, guests should be encouraged to meet any deliveries of essential items (e.g., medications, food) outside of the building while maintaining social distancing. If this is not possible, ensure each guest can receive essential items that are delivered or dropped off by a service or family member by placing deliveries at the guest's door for gathering after employee has left. After each delivery, hotel employees should wash their hands or use an alcohol-based hand sanitizer.

Isolation Procedures

If an individual is using your facility for self-isolation related to COVID-19, additional precautions should be taken.

- Guests are responsible for monitoring their own health and making decisions to call for medical support or advice if they develop symptoms.
- If a guest begins to develop symptoms, they should remain isolated in their room, inform the facility and use the [Ministry of Health's online COVID-19 self-assessment tool](#) or go to a local assessment centre for testing.
- Contact guest, discuss expectations for isolation within the building and provide numbers to call for requests, food orders and support.
- The guest should be asked for verbal consent to inform employees of their symptoms and room number to ensure the healthy and safety of employees and offer proper supports for the guest.
- Inform all employees, detail preventative measures and remind employees about social distancing and hand hygiene, while ensuring privacy of self-isolating guest is maintained.
- Post a message for guests indicating that people may be using the hotel for self-isolation related to COVID-19. Also, publicly post information about social distancing and hand hygiene.
- Employees should **not** clean or enter the guest's room during isolation period, unless under emergency situations.

- Provide guest with ample essential items, such as water, shampoo, conditioner, soap, cups, tea, tissues and napkins, and non-perishable food items, if possible.
- Leave linens outside of the guest's room when requested.
- Provide plastic lined waste containers for trash disposal. To avoid contaminated garbage sitting in the hallway, garbage pick-up should be coordinated between guest and an employee, as requested. Follow waste management program compliant with current legislation.
- Food and any essential items delivered should be left outside of the guest's door (see [Food and Beverage Services](#) above).
- Isolated guests should not leave their room to go to any common areas, including the ice or vending machines.
- If possible, the guest should be put in a room with an independent HVAC unit. After check-out, the HVAC unit filter should be changed. Louvers and vents should be disinfected. During this task, employees should use appropriate PPE.

When the guest checks out, the Hotel Association of Canada suggests running the RestorAir Rapid Room Recovery Unit (RRR-AOC-16) for 4 hours or the RestorAir Portable plug-in unit (AOCPP1-16) for 24 hours, prior to cleaning and disinfecting the guest's room. Employees cleaning the room must use appropriate PPE according to the resources listed below. See the [General Disinfection and Environmental Cleaning](#) and [Laundry](#) sections above.

It is important that the employer monitor the number of isolated guests in their facility and the status of each guest, to provide proper support for the isolated individuals, other guests and all employees.

Resource: [Public health management of cases and contacts associated with coronavirus disease 2019 \(COVID-19\) Appendix 1: Instructions for isolating a case in the home or co-living setting](#) (Public Health Agency of Canada)

Resource: [How to self-isolate](#) (Public Health Ontario)

Poster: [Notice that guests may be isolating due to COVID-19](#)

Poster: [Physical distancing for guests](#)

Poster: [Handwashing with soap and water](#)

Poster: [How to hand rub to use sanitizer](#) (Public Health Agency of Canada)

References

Alberta Health Services. COVID-19 Public health recommendations for hotels, hostels, and inns [Internet].2020. [cited 2020 April 20] Available from:

<http://www.albertahealthservices.ca/assets/info/ppih/if-ppih-covid-19-environmental-guidance-for-hotels-kbk.pdf>

Hotel Association of Canada. COVID-19 information portal for the hotel industry [Internet].2020. [cited 2020 April 20] Available from: <http://www.hac-covid.com/>

Toronto Public Health. COVID-19 guidance for commercial or residential buildings [Internet].2020. [cited 2020 April 20]. Available from: <http://www.toronto.ca/wp-content/uploads/2020/03/8ecd-General-Infection-Prevention-and-Control-Practice-and-Disinfection-Guidance-for-Commercial-or-Residential-Buildings.pdf>

COVID-19

Help prevent COVID-19 and other illnesses

EMPLOYEES

Please:

- do not come to work if you:
 - are sick (fever, cough, runny nose, sore throat or shortness of breath; refer to the **Ministry of Health's online COVID-19 self-assessment tool** for further direction)
 - have been in contact with a confirmed or probable case of COVID-19
 - have travelled outside of Canada in the past 14 days
- practice hand hygiene by:
 - washing hands with soap and water frequently for 20 seconds
 - coughing or sneezing into the bend of your arm
 - avoid touching your face
- follow all guidelines set in place by your employer

Please remember to practice social distancing and keep a 2-meter (6 feet) space between yourself and others.



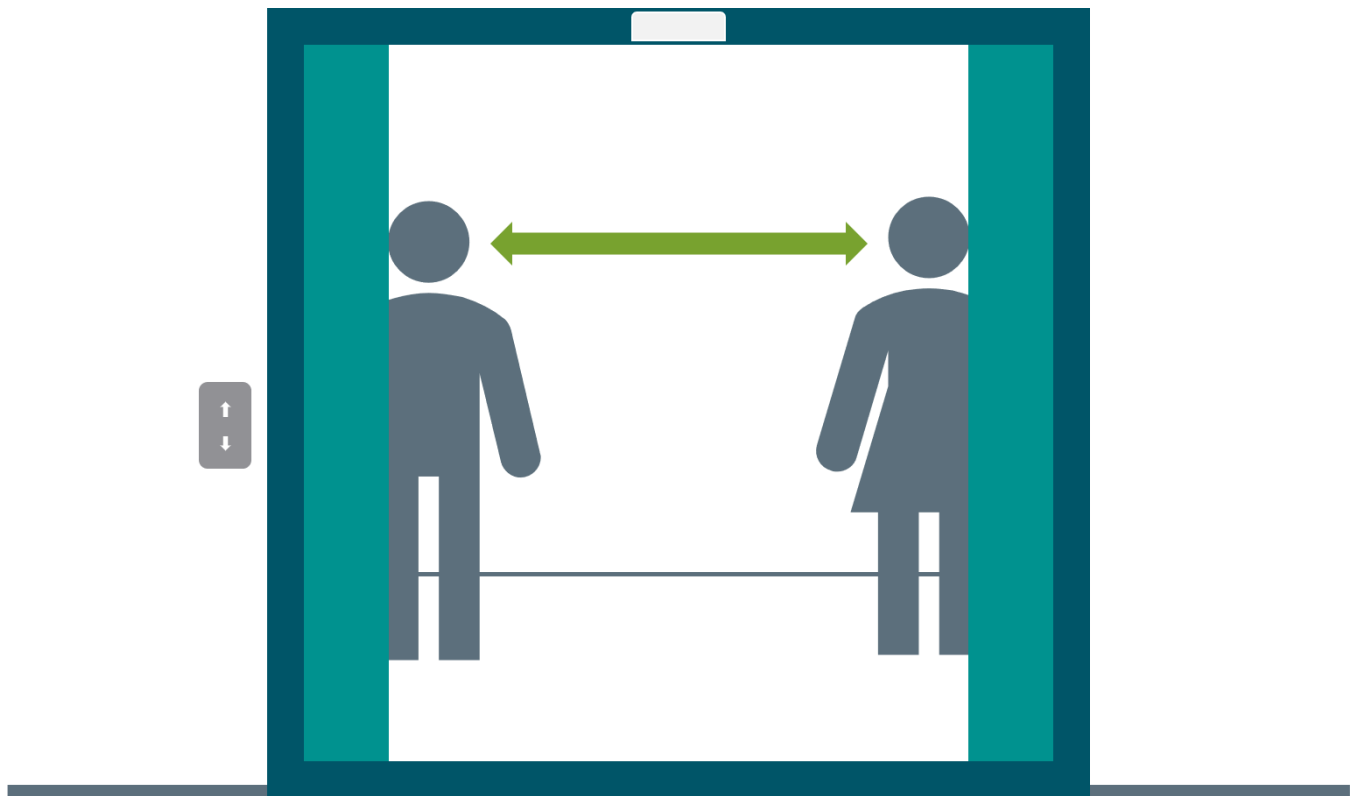
COVID-19

Help prevent COVID-19 and other illnesses

Physical Distancing on Elevators

Keep **2 metres** away from others

Limit the number of people in an elevator



COVID-19

Help prevent COVID-19 and other illnesses

THIS SPACE IS CLOSED until further notice

Please AVOID:

- Visiting with friends, family, employees and other guests
- Gathering in shared spaces (e.g., lobby)
- Taking the elevator with others
- Engaging in group activities
- Hugging or shaking hands
- Non-essential trips outside of your room

Please remember to practice social distancing and keep a 2-meter (6 feet) space between yourself and others.



COVID-19

Help prevent COVID-19 and other illnesses

GUESTS

Please AVOID:

- Visiting with friends or family
- Gathering in shared spaces (e.g., lobby)
- Taking the elevator with others
- Engaging in group activities
- Hugging or shaking hands
- Non-essential trips outside

Please remember to practice social distancing and keep a 2-meter (6 feet) space between yourself and others.



NOTICE

Guests may be isolating at our facility due to

COVID-19

WE SUPPORT ESSENTIAL WORKERS

We are following all proper protocols to ensure the safety of isolated individuals, our guests and employees.

If you develop flu/cold-like symptoms, fever, cough and/or shortness of breath, use the Ministry of Health's online COVID-19 self-assessment tool for further direction.

Please practice hand hygiene by:

- Washing hands with soap and water frequently for 20 seconds
- Coughing or sneezing into the bend of your arm
- Avoid touching your face

Please remember to practice social distancing and keep a 2-meter (6 feet) space between yourself and others.

