

Recommended Procedures for Hotels with Self-Isolating Guests

Some Alberta hotels have been receiving bookings for guests that need to self-isolate. Below are suggested procedures to help keep your staff and guests safe.

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In general, for BOTH isolating and non-isolating guests:

- ***Assume that any guest could be infected with COVID-19.***
- Inform staff they should avoid close contact with (at least 2 metres/6 feet away from) any guests and other staff.
- Treat everything being picked up from any guest's room as if it is contaminated. Staff should wear disposable gloves, dispose of the gloves properly, and wash their hands thoroughly. [See proper glove disposal methods](#) from Centers for Disease Control and Prevention. We recommend you print this poster and display it in your housekeeping and laundry areas.
- Refer to the [AHLA's Staying Safe Guide](#) for information about cleaning products & procedures.

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At time of reservation:

- If someone books a 14+ day stay, ask if they will be self-isolating because of COVID-19. If the booking is made online, call them to ask.
- When self-isolating guests book over the phone, inform them they will be required to remain in the room for the duration of their stay. Let them know:
 - The check-in procedure for self-isolating guests
 - What amenities will be in the room when they arrive
 - That staff will not be permitted to enter their room during their stay, and
 - That housekeeping service will not be provided.
- While accepting a guest who would like to self-isolate is at the discretion of the hotel, (primarily if they feel they do not have the necessary health and safety procedures in place to accommodate such guests), please remember that the guest may attempt to check into another hotel without disclosing their circumstances.

Preparation for the guest's stay:

- Prepare the guest's room so they won't need to leave for 14 days. This could include providing:
 - Extra towels, linens, toilet paper, facial tissue, garbage can liners, etc.
 - Large garbage bags so the guest can dispose of linens and garbage regularly, and plastic laundry bags
 - Extra coffee & condiments
 - Room service menus
 - Reading material to help alleviate boredom
 - Batteries for remote controls

- Notify appropriate staff that you will have a self-isolating guest, and the procedures they will follow. Remind your staff of their duty to respect the confidentiality of all guests.

- Ideally, isolate the guest in a room that has an independent HVAC unit.

- Keep track of the number and status of guests and staff that are isolated and the reason for isolation (travel history, contact with ill individual, showing symptoms, etc.). If possible, place self-isolating guests in the same area of the hotel — preferably the main floor — and avoid booking other guests into this area.

- Place the following documents in the guest's room:
 - [COVID-19 symptoms](#) (Alberta Health Services)
 - [Self-Isolation Information Sheet](#) (Government of Alberta)
 - [Information for Self-Isolating Guests](#) (with AHLA logo- PDF download). For a Word version, [click here](#).

Upon Check in:

- Place a sign at the front desk, asking that visitors who have any of the [symptoms of COVID-19](#), or who are self-isolating, identify themselves.
- If a guest checks in for a stay of 14+ days, but has not mentioned self-isolation, inquire if they are self-isolating because of COVID-19. If yes, follow the appropriate procedures.
- If a guest who is checking in appears to have symptoms of COVID-19, ask if they have any of the [symptoms identified by Alberta Health Services \(AHS\)](#). Encourage them to do [AHS' COVID-19 online self-assessment](#), or if they don't have access to a phone or computer, to call [Health Link 811](#).

Symptoms of COVID-19 include*:

- fever
- cough
- shortness of breath
- difficulty breathing
- sore throat
- runny nose
- nasal congestion

**This list may be updated by AHS from time to time.*

Place self-isolating guests in rooms away from other guests. Depending on occupancy levels, you may want to designate a particular floor or wing for self-isolating rooms.

- If possible, leave a vacant room between rooms occupied by self-isolating guests.
- If possible, have self-isolating guests enter and exit through an exterior door that is not used by other guests.
- Complete the registration card for the guest, or check them in online so that they do not have to stop at the front desk. Provide the guest with disposable gloves & instruct them to go directly to their room.
- Once the guest is in their room, call to review the [Information for Self Isolating Guests \(pdf download\)](#).
- Once the guest is in their room, disinfect elevator buttons, stair rails, door handles, and other surfaces they may have contacted.
- Ensure the guest knows the [symptoms of COVID-19](#). Inform them that, if they develop symptoms during their stay, they MUST:
 - Immediately notify the Manager on Duty or front desk, depending on the hotel.
 - Self-isolate immediately.
 - Call [Health Link 811](#).
 - If the guest is not seriously ill, they should **not** go to a physician's office, a health care facility, emergency room, or a lab without consulting with Health Link 811 first.
 - Call 911 if the guest is seriously ill and needs immediate medical attention, and inform them that the guest may have COVID-19.
- Let the guest know:
 - They will not be receiving housekeeping service for the duration of their stay.
 - They must not leave their room at any time for any reason (including getting fresh air or to smoke) for the duration of the isolation or quarantine, or until symptoms end, whichever is longer.
 - The only exceptions are if the guest needs to leave the hotel for COVID-19 testing, critical care for pre-existing medical conditions, or emergency care. If a guest must leave the hotel for these health-related reasons, they should:

- Pre-arrange their appointment and leave the room only on the date and at the time of their appointment.
 - Follow all instructions provided by 811 or health-care providers, which may include use of a mask in public areas of the hotel.
 - Use private transportation where practical.
 - Follow instructions provided by 911 if emergency care is required.
- If the guest starts to isolate at the hotel but is unable to stay at the hotel for the 14-day isolation period for financial reasons, contact 811.
- Encourage staff to avoid touching personal items such as luggage. They should also wash hands or use alcohol-based hand sanitizer often, especially if they could be contaminated.

During the guest's stay:

- **Staff, including Housekeeping, should not enter the room for duration of the guest's stay.**
- If the guest requires additional amenities such as towels, linens, toilet paper, coffee, or garbage can liners, leave them outside of the guest room door and call the guest to open the door after the staff member has left the area.
- If the guest wants to have linens removed, have the guest bag them, twist the bag shut (do not tie), and place them outside of their door for pickup. Bagged linens should be picked up by a staff member wearing disposable gloves. Linens should be placed directly into washing machines and laundered as usual. See [Protecting Staff & Guests](#) for more information about washing laundry.
- If the guest orders room service, inform them it will be left outside their door and they will receive a call when they can open the door.
- Self-isolating guests can use disposable paper/plastic containers or regular plates and cutlery. Staff should wear gloves when picking up trays, dirty dishes, and other food waste, and then dispose of the gloves properly. All items should be washed and sanitized in accordance with [Alberta Health Services recommendations](#).
- Once per day, have the guest place their tied garbage bag outside of their door and call the front desk to have it picked up by a staff member. Ensure the employee is wearing gloves and dispose of the bag in the property's outdoor garbage bin. If the staff member finds the garbage bag is not tied, they should:
 - leave it where it is and leave the area
 - call the guest's room from another area and ask them to tie the bag
 - return later to pick up the tied bag.
- If the guest has personal laundry that needs to be done, have them put it in a garbage bag and place it outside their door, and then call the front desk to notify them. Staff doing the laundry should wear disposable gloves and [follow procedures for disposing of them afterwards](#).
- Asymptomatic self-isolating guests can leave the hotel to attend critical appointments.
- Self-isolating guests who are also essential workers are subject to different guidance.
- If a self-isolating guest refuses to remain in their room, notify Public Health or law enforcement.

After check-out:

- Thoroughly clean and disinfect EVERY room, not just those in the isolation area. Ensure Housekeeping staff wear disposable gloves. Refer to the AHLA's guidance on [Protecting Staff & Guests](#) for more information about cleaning & disinfection.
- [Health Canada recommends](#) using household disinfectants or diluted bleach solution (1 part bleach and 9 parts water) to clean and disinfect high touch surfaces, such as toilets, laundry containers, bedside tables, doorknobs, phones and television remote controls. Clean touch screens with 70% alcohol wipes. [More information about hard-surface cleaners that are effective against COVID-19.](#)
- Place used gloves and other contaminated items in a lined container, secure the contents and dispose of them with other waste.
- [Alberta Health Services](#) recommends:
 - Wearing disposable gloves when handling dirty laundry and discard after each use. Wash hands thoroughly immediately after gloves are removed.
 - Clothing and linens belonging to a sick or self-isolating person can be washed with other laundry. If possible, do not shake laundry (to minimize the possibility of dispersing virus through the air).
 - Pillows and duvets should be taken out of use for a period of 7 days, and any cases, covers, and protectors (i.e., all bed linens that come in direct contact with guests) should be laundered on high heat.
 - Laundering items using the warmest appropriate water setting and dry items completely.
 - Cleaning and disinfecting laundry hampers according to guidance for environmental cleaning; consider using a bag liner that is disposable or a liner that can be laundered.
 - Launder any removable cloth/plush items.
 - Steam cleaning can be used for areas that are likely to be contaminated but cannot be laundered (plush chairs).
 - Discarding all dirty cleaning cloths/rags once used, if possible. If you choose to retain these items, wash them after each use, separately from towels or other linens, in the hottest water possible. Once washed, immediately place in the dryer and dry completely.
 - Deep cleaning carpeted floors using a steam cleaner or carpet shampoo after every stay.
- After the guest's departure, run the RestorAir Rapid Room Recovery Unit (RRR-AOC-16) (or similar) for four hours before cleaning and disinfecting. Use personal protective equipment (PPE) and dispose of all potentially contaminated items properly. If the hotel doesn't have the RestorAir Rapid Recovery Unit, then run the RestorAir Portable plug-in unit (AOC-PPI-16) (or similar) for 24 hours following the guest's departure and before the room is cleaned. If the hotel has neither unit, leave doors/windows open so fresh air and air handlers/air movers dissipate the possible airborne contaminants before attempting to clean.
- Do not leave an ozone generator machine in an occupied room. There are different technologies for air filtration or cleaning and any device that would be left in an occupied room should be designed for an occupied space.
- At checkout the HVAC unit filter should be changed, and the old filter bagged and disposed of properly. All vents and louvers should be wiped down and cleaned with a disinfectant. Use appropriate PPE.

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- While carpets, upholstery and drapes typically cannot be cleaned and disinfected in the same manner as hard surfaces, they do require attention after a known COVID-19 case checks out of a room:
 - After check out, wait for 24 hours, or as long as practical, before cleaning.
 - Clean carpets with a vacuum cleaner fitted with a HEPA filter. If possible, temporarily turn off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
 - Follow manufacturer's cleaning instructions for drapes, as applicable. Drapes should either be removed and laundered on high heat setting, steam cleaned, or wiped in place with a wet cloth.
 - Steam clean or wet-wipe upholstery.

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