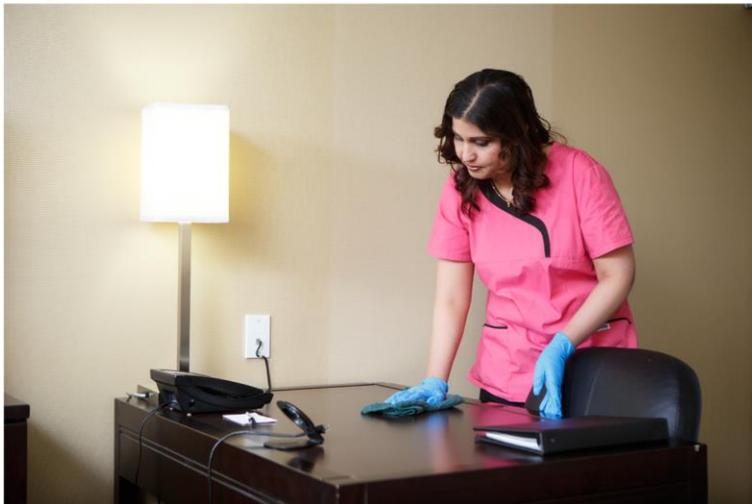
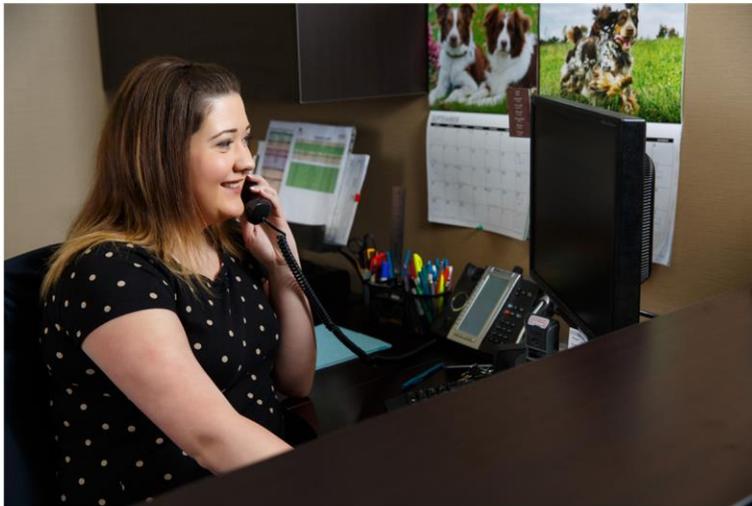


STAYING SAFE



Assuring the Health & Safety
of Staff and Guests in Alberta Hotels

Introduction

The COVID-19 pandemic has challenged Alberta's hotel industry like nothing before. As hoteliers adjust and adapt in this new environment, they are committed to providing safe and healthy places for their staff to work, and for their guests to stay.

This resource guide was developed by the Alberta Hotel & Lodging Association (AHLA), an organization that demonstrates the will of Alberta's hotel industry to work together to address issues of common concern. As the provider of health & safety information and resources for Alberta hotels, the AHLA has developed this guide to help hotel owners, managers, and staff:

- reopen safely and successfully while COVID-19 poses a significant risk to public health,
- understand and comply with current legislation and public health recommendations, and
- assure employees and guests that your hotel is a safe place to work and stay.

This guide will be updated as new or additional information becomes available. Visit ahla.ca/COVID19 for the most current information.

This document has been prepared based on current legislation and best practices at the time of publication. The AHLA has made every effort to ensure the accuracy of information that has been provided. **Readers are encouraged to check the [Government of Alberta](#), [Alberta Health Services](#), and the [Government of Canada](#) to confirm the latest information.**

**The AHLA is here to assist Alberta hotels.
Please contact us if you require additional information or support.**

Watch ahla.ca/covid19 for updates about COVID-19 in Alberta and resources to help you manage the situation at your property. A [list of resources for navigating COVID-19](#) can also be found on ahla.ca, and quick links to [reopening & recovery resources](#) can be found here.

If you have additional questions or concerns, please contact us at safety@ahla.ca.

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Assessing Hazards

This guide contains information for common situations hotels may encounter as you reopen or ramp up your operations. Hazard assessments should be reviewed and revised in every department around COVID-19 hazards and control measures.

Because each hotel is unique, it is impossible to anticipate every situation, so the framework on this page will help you to assess and manage hazards. A hierarchy of controls should be followed, as indicated below. The control methods at the top of the graphic are more effective than those at the bottom, so employers should start at the top and work their way down.

See the Government of Alberta's [Hazard Assessment & Control Handbook and Templates](#) for further information.

1. Elimination

Physically remove the hazard, if possible. For example, establish occupancy limits or reschedule work tasks. Rearrange work spaces to ensure that workers are at least two metres from co-workers, guests & members of the public.

2. Engineering controls

If you can't consistently maintain physical distancing, these control the hazard at the source. (e.g., [barriers](#) such as plexiglass to separate people.)

3. Administrative controls

These controls change the way staff and guests interact with each other and amongst themselves. Examples include:

- policies for physical distancing
- respiratory etiquette & hand hygiene
- cleaning protocols
- instructing workers to not share tools
- implementing one-way doors or walkways

4. Personal Protective Equipment (PPE)

Personal Protective Equipment is generally only necessary when hazards related to COVID-19 cannot be completely eliminated by administrative and engineering controls. Examples of PPE include:

- gloves
- face protection
- masks (but be aware of the [limitation of non-medical masks](#) to protect the wearer from respiratory droplets)

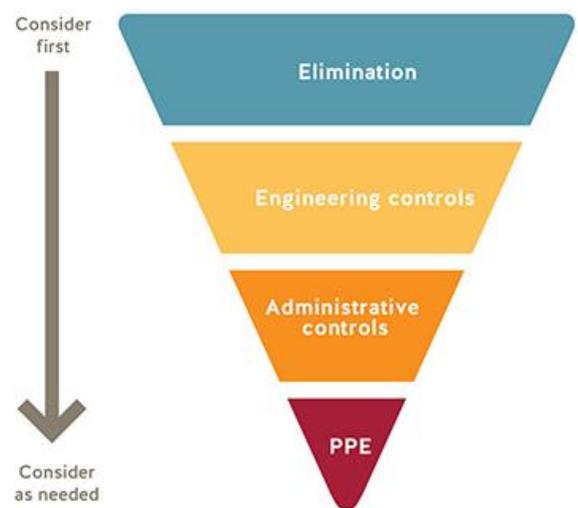


Diagram Source: [Work Safe BC — Restaurants, cafés, and pubs: Protocols for returning to operation](#)

Sources:

- [Government of Alberta: General Relaunch Guidance](#)
- [Work Safe BC — Restaurants, cafés, and pubs: Protocols for returning to operation](#)

Reopening After a Temporary Closure

If your property closed during the COVID-19 lockdown, all systems should be inspected for any damage or issues that may have occurred during the closure. Here are a few things to consider when you reopen your hotel.

Item	Yes/No
Property Opening Checklist	
Go through your property closure checklist to make sure services are reinstated and systems have been brought back online.	
Mechanical Systems	
Ensure qualified technicians bring your mechanical systems back online. For more information about mechanical systems, see Cushman & Wakefield's Recovery Readiness Guide .	
Flushing Water Systems	
Reduced water flow in hotels during a closure or low occupancy period may cause water to stagnate, creating environments that may permit the growth of disease-causing organisms. View a water stagnation fact sheet . To ensure your property's water supply systems are safe, flush your water system using Guidance for Flushing Water Systems . Ensure open site drains are inspected and traps are primed.	

Staffing

People are the most important part of any business, and it is critical that your employees feel safe to return to work. You can do this by informing them about changes that have been implemented to keep them safe (barriers, procedures, policies, etc.) and answering any questions they may have openly and honestly.

Item	Yes/No
Policies & Procedures	
<p>Sick Leave Policy: Ensure sick leave policy aligns with public health guidance. Employees must be permitted to stay home while sick or isolating. Your policy should include the following:</p> <ul style="list-style-type: none"> • Full and part-time employees are permitted to take 14 days of job-protected leave without a medical note if they are: <ul style="list-style-type: none"> ○ required to isolate; and/or ○ caring for a child or dependent adult who is required to isolate. • Employees showing symptoms must be instructed to go home immediately and follow self-isolation instructions. • Employees must report respiratory illnesses to their employer and not come to work for at least 10 days following the onset of any COVID-19 symptoms. If an employee has a positive COVID-19 test, Alberta law states they must self-isolate for at least 10 days after the test, even if they do not have any symptoms. • If an individual becomes sick during the 14-day isolation period, they should remain in isolation for an additional 10 days from the start of symptoms, or until the symptoms resolve, whichever is longer. <p>See General Relaunch Guidance for more information.</p>	
<p>Travel Policy: This should include:</p> <ul style="list-style-type: none"> • All non-essential travel outside Canada should be cancelled, as per the Government of Canada's travel advisory. Employees should follow applicable travel restrictions and advisories. • Any staff members who are returning from outside of Canada should self-isolate for 14 days, even if they do not show symptoms. 	

Item	Yes/No
<p>Contact & Tracing Information: Update contact and shift information for all staff so they can be notified in case of exposure. This should include:</p> <ul style="list-style-type: none"> • Who was working onsite at any given time, and who worked closely together • Name • Address • Phone number • Email address • Roles & positions 	
<p>Daily Screening: Considered implementing daily screening of staff for fever, sore throat, cough, runny nose, or difficulty breathing. See General Relaunch Guidance for a sample checklist to screen employees.</p>	
<p>Sick Employee Procedure: CMOH Order 05-2020 requires individuals who have a cough, fever, shortness of breath, runny nose, or sore throat that is not related to a pre-existing illness or health condition to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer.</p>	
<p>Appoint a Cleanliness Manager: This person would be responsible for:</p> <ul style="list-style-type: none"> • Developing a cleanliness plan (see the Cleaning & Disinfection section for more information) • Implementing the plan • Updating the plan • Training employees • Ensuring that guests' hygiene-related questions are immediately answerable. • Ensuring that your establishment remains in compliance with legislation • Being the point of contact for any health agency interactions. 	
<p>Recalling Employees: Ensure employees are:</p> <ul style="list-style-type: none"> • Provided seven (7) days' written notice of recall • Informed of and trained on new or revised policies & procedures. See the Appendix for a sample training checklist. <p>Visit Managing Your Staff for more information about recalling employees, and a sample recall letter.</p>	
<p>Health & Safety Committees/Representatives: Ensure Health & Safety Committees/Representatives are in place. H&S Committees/Representatives should:</p> <ul style="list-style-type: none"> • review new procedures, • review and update documentation (e.g., hazard assessments), and • be prepared to address questions from coworkers. 	

Training	
Prepare a training program for all employees that covers all new COVID-19 procedures and protocols. See the Appendix for a sample training checklist.	
Staff Scheduling & Services	
Shift/Break Times: Stagger shift start/end times and break periods to reduce the number of employees coming and going at the same time.	
Lunchrooms & Break Areas: Limit the number of employees in shared spaces and remove some chairs to prevent employees from sitting too close to one another.	
Staff Meetings: If possible, move non-essential meetings and training to virtual platforms such as teleconference or video conference.	
Personal Items: Provide a separate locker or sealed bin/bag for each employee to store personal items, and do not allow them to leave any items overnight.	

Mental Health & Your Employees

Everyone responds differently to stress. As your employees return to work, remember that they may be dealing with a variety of emotions and pressures, including:

- Anxiety about returning to work
- Happiness about return to work
- Managing child care
- Financial concerns
- Managing family responsibilities

Stress can contribute to diminished customer service, absenteeism, conflict in the workplace, and workplace harassment and bullying.

Encourage your managers and supervisors to talk to their colleagues about their concerns, and explore ways your property can support employees at all levels as they return to work.

[Learn more about mental health support for employees, as well as for yourself.](#)



Posters & Signs for Your Property:

- [Government of Alberta: Mental Health Support Information Posters](#)

Hygiene, Social Distancing & Personal Protective Equipment (PPE)

Hygiene

Staff should be regularly practicing proper hand hygiene (i.e., thoroughly washing or hand sanitizer) and respiratory etiquette (i.e., covering your cough). Posters demonstrating proper hygiene are available from [Alberta Health Services](#).

In addition, staff should not share food, drinks, utensils, cigarettes, vaping devices, joints, or bongs. Staff should wear clean clothing that is only worn while on the job. If they cannot change at work, they should change immediately upon arriving home.

Social Distancing

Staff should practice social distancing (with both guests and co-workers) and encourage guests to do the same. Social distancing means keeping at least two metres (about the length of a hockey stick) distance from people outside your household or cohort family.

Personal Protective Equipment (PPE)

Personal Protective Equipment (PPE) should be worn whenever there is potential to be exposed to an infected individual or contaminated items. **PPE should never be considered a replacement for social distancing and good respiratory & hand hygiene.**

Masks: [Wearing a non-medical mask](#) may help stop you from touching your nose and mouth, and help protect others around you by preventing respiratory droplets from contaminating other people or surfaces.

See [Guidance for Wearing Non-Medical Face Masks](#) to learn when to wear a mask, how to wear it properly, and how to care for a mask.

Gloves: Staff should wear gloves if there is potential to be exposed to an infected individual or contaminated items. [See the CDC's recommendation of when to wear gloves.](#)

- Wash hands immediately before you put gloves on.
- Follow the [correct procedure for glove removal](#).
- Dispose of gloves in a lined garbage bin and wash your hands with soap and water for at least 20 seconds or use alcohol-based hand sanitizer with a minimum of 60% alcohol.



Posters & Signs for Your Property:

- ❖ [Alberta Health Services](#) posters for hand washing, hand sanitizing, and covering your cough
- ❖ [Correct procedure for glove removal & disposal](#)

Cleaning & Disinfection

The AHLA encourages all hotels to adhere to the highest standards of cleanliness and disinfection at all times. Proper disinfection is essential to reducing transmission of COVID-19 and other diseases.

DID YOU KNOW? The average person touches 300 surfaces in the space of 30 minutes! (Source: [Ecolab](#))

- Social distancing, along with proper hygiene (e.g., washing your hands), is the best way to reduce the risk of infection or spreading infection.
- *Cleaning* refers to the removal of visible dirt, grime, and impurities. *Cleaning* does not kill germs, but helps remove them from the surface.
- *Disinfecting* refers to using chemical to kill germs on surfaces. This is most effective after surfaces are cleaned. Both steps are important to reduce the spread of infection.
- For surfaces with visible soil, first pre-clean and then disinfect. If there is no visible soil, pre-cleaning is not required. Alternatively, use a product that cleans & disinfects all at once.
- Consider not providing full housekeeping for any guests at this time. Follow housekeeping procedures recommended in [Recommended Procedures for Hotels with Self-Isolating Guests](#), as well as [Guidance for Hotels, Motels, Bed & Breakfasts, and Vacation Rentals](#). No employees should enter the room of a guest who is self-isolating or who has symptoms.
- Treat all guests as if they could be carrying the COVID-19 virus, and treat everything being picked up from any guest's room as if it may be contaminated. Staff should wear disposable gloves, dispose of the gloves properly, and wash their hands thoroughly. [See the proper glove removal method](#) from the Centers for Disease Control and Prevention.



Posters & Signs for Your Property:

- ❖ [Do Not Mix These Chemicals](#)
- ❖ [Diagrams for Disinfecting Food and Non-Food Contact Surfaces](#) (Ecolab, see page 18 & 19)
- ❖ [Correct procedure for glove removal](#)

Cleaning & Disinfection

Pre-Opening Checklist

Make sure your cleaning & disinfection protocols have been updated to prevent the transmission of disease.

Item	Yes/No
<p>Hazard Assessments: Review and revise for each department according to the procedures in Assessing Hazards section.</p>	
<p>Cleaning & Disinfecting Plans: Create cleaning & disinfection plans/checklists for each area of the hotel. See a thorough guide to cleaning & disinfecting each area of your property (pdf download).</p> <p>Update plans regularly based on changing legislation, information, events in and around the hotel, and other relevant circumstances.</p>	
<p>Cleaning Supplies: Check that all disinfectants have a Drug Identification Number (DIN) and are listed on the Government of Canada's list of approved hard-surface disinfectants for COVID-19.</p>	
<p>Update SDSs (Safety Data Sheets): Ensure disinfectants are being used properly by checking the most recent SDSs and/or speaking with your supplier. This includes:</p> <ul style="list-style-type: none"> • Proper concentration • Length of time chemical must stay on the surface • Not mixing with other particular chemicals. (e.g., Do not mix bleach with vinegar, ammonia, or rubbing alcohol; and do not mix hydrogen peroxide with vinegar. A poster is available to remind staff of these dangers. <p>Review SDSs and ensure they are readily available to workers who are exposed to the products, as well as to your health & safety committee/ representative.</p>	
<p>Communal Items: Remove communal items that cannot be easily cleaned from common areas and guest rooms (e.g., newspapers/magazines & decorative pillows)</p> <p>Steam cleaning can be used for areas that could be contaminated but cannot be laundered (e.g., plush chairs).</p>	
<p>Hand Sanitizer & Cleaning Stations: Place hand sanitizer (at least 60% alcohol) dispensers and disposable towels & spray cleaners or sanitizing wipes in high traffic areas and encourage both staff and guests to use them. This includes:</p> <ul style="list-style-type: none"> • Front desk & lobby • Near elevators, ideally on each floor • Business centres & meeting rooms • Staff lunch & break rooms 	

Cleaning & Disinfection

Daily Checklist

This checklist should be completed on a daily basis to ensure proper cleaning and disinfecting is being carried out at your property.

Item	Yes/No
<p>Follow Your Plans: Clean & disinfect according to the plan(s) developed as a part of the pre-opening checklist.</p>	
<p>High-Touch/Shared Surfaces: Frequently clean & disinfect:</p> <ul style="list-style-type: none"> • Doorknobs, light switches, toilet handles, faucets & taps, elevator buttons, railings, thermostats • Phones, computers, remote controls, keyboards, desktops, conference room equipment, cash registers, surface counters, customer service counters, menus, PIN pads • Equipment handles, hand tools, machinery control panels, seat belt buckles, joysticks, steering wheels and controls on powered mobile equipment, VLTs • Staff rooms, kitchens, washrooms • Other high touch areas 	
<p>Carpeted floors: Vacuum at regular intervals with a vacuum equipped with a HEPA filter. Vacuums must have an exhaust filter. Make sure to change filters according to the manufacturer's directions.</p> <p>The CDC recommends not vacuuming a room or space that has people in it and temporarily turning off room fans and the central HVAC system to ensure that particles stirred up by vacuuming do not circulate through the building.</p> <p>Conduct frequent deep cleaning, using a steam cleaner or carpet shampoo.</p>	

Item	Yes/No
<p>Electrostatic Sprayers: According to Alberta Health Services, cleaning and disinfection is the best way to mitigate the risk of contact transmission. Be aware of the following concerns about electrostatic sprayers:</p> <ol style="list-style-type: none"> 1. The electrostatic charge may change the concentration of the disinfectant product. 2. Since surfaces sprayed with an electrostatic sprayer dry very quickly, it may not be possible to achieve the necessary contact time (the time the surface stays wet with disinfecting solution) for proper disinfection. Most common solutions have contact times of 2-10 minutes. <p>If you choose to use an electrostatic sprayer to apply a disinfectant, you must clean first to remove all visible dirt and debris. The disinfectant solution must be approved by Health Canada and must be used in accordance with manufacturer’s directions.</p>	
<p>Hand Sanitizer & Soap Dispensers and Cleaning Stations: Check & fill at regular intervals (cleaning stations have disposable towels & spray cleaners or sanitizing wipes for staff & guest use).</p>	
<p>Cleaning Cloths: In order to prevent contamination of cleaning solution, do not re-dip used cleaning cloths; instead, use clean cloths every time. Discard paper towels and disposable wipes after use.</p>	
<p>Cleaning equipment: Disinfect items such as toilet brushes, vacuum cleaners, buckets and broom & mop handles after each use.</p>	

Laundry

Ensure your laundry operations are meeting the standards required to protect staff and guests.

Item	Yes/No
General	
Food & Beverages: Food & beverages should not be taken into the laundry area.	
Washing Protocols	
PPE: Staff should wear disposable gloves when handling dirty laundry and use the correct procedure for glove removal after each use. Wash hands thoroughly immediately after gloves are removed.	
Avoid shaking: Avoid shaking dirty laundry to minimize the possibility of dispersing the virus through the air.	
Wash: Launder items using the warmest appropriate water setting, and dried completely, including any removable cloth/plush items.	
Cleaning Cloths/Rags: If possible, discard dirty cleaning cloths/rags once used. 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.	
Cleaning & Disinfection of Laundry Area	
Washing Machines: Clean and disinfect the front loading area of washing machines frequently.	
Laundry Rooms: Clean & disinfect at the end of each work day. This includes laundry carts/ bins, baskets, washers, dryers, sinks, tables, shelving, flooring, and all other surfaces.	
Hampers & Laundry Carts: Clearly mark bins as “clean” or “dirty.” Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins. Clean and disinfect hampers and carts after being emptied. Consider using a bag liner that is disposable or a liner that can be laundered.	



Posters & Signs for Your Property:

- ❖ [Correct procedure for glove removal](#)

Front Desk & Lobby

The lobby and front desk areas are the first thing a guest sees after entering a building. A clean and well organized space that promotes social distancing will give guests confidence about staying at your property. This checklist will help you keep staff and guests safe, and make a good first impression.

Item	Yes/No
Entrances & Exits	
Entrances: Limit entry to the hotel to one set of doors.	
Garbage Bins: Place bins with disposable liners at entrances & exits. Empty regularly.	
Supplier Log Book: Require suppliers and contractors to sign in and out in a log book.	
Lobby	
Furniture: Place furniture to create adequate social distancing.	
Water Coolers & Snacks: Remove common water coolers and lobby snacks.	
Front Desk & Concierge Area	
Barriers: Set up physical barriers, such as partitions or windows, to separate staff and guests. Read more on designing effective barriers . Alternatively, a table can be placed in front of the desk to maintain appropriate social distancing.	
Physical Distancing Markers: Use markers such as decals/ tape on the floor or stanchions to show two-metre distances for those waiting in line.	
Alternatives to Paper Check-In: Consider alternatives if possible. Options include: <ul style="list-style-type: none"> • Online check-in. • Guests fill out information on a tablet. Disinfect the tablet after each use. • Ask guests to hold up identification for staff to view instead of taking it from them. • Position the credit card reader so guests can swipe their cards themselves. • Bypass guest signatures. • Offer curbside check in, rather than having guests come to the front desk. • Have separate pens for guest and staff use. Disinfect guest pens after each use. 	
Record of Guests: For contact tracing purposes, record names of all adults and the number of occupants staying in a room during check in.	
Remind Guests About Distancing: Remind guests they must physically distance from other guests who are not from their household. Discourage unregistered visitors.	
Monitor for Numbers: Monitor the number of people in the lobby. If the area is becoming too crowded, provide another waiting area. If weather permits, ask them to wait outside.	
High-Touch Surfaces: Frequently clean & disinfect supplies such as counters, touch pads, pens, keyboards, computer mice, telephones, office equipment, walkie-talkies, etc.	

Administration Offices

Item	Yes/No
Desks: Space desks to allow for physical distancing.	
Pens: Ensure that staff members do not share pens.	
High-Touch Surfaces: Frequently clean & disinfect supplies such as keyboards, computer mice, staplers, telephones, pens, desks, office equipment, etc.	
<p>Mail & Deliveries: Use precautions when receiving mail, deliveries & supplies. For example:</p> <ul style="list-style-type: none"> • Pre-pay or pay for orders online. • Ask delivery workers to drop off orders outside or in designated delivery areas. • Wear gloves when collecting mail and accepting packages. Dispose of gloves using proper removal method after each delivery or mail pick-up, and wash hands thoroughly. • Remove and dispose of envelopes and packaging outside, if possible. • Disinfect deliveries before bringing them inside. <p>After the delivery, disinfect surfaces that may have been touched (e.g., door handles, pens, elevator buttons, etc.)</p>	

Guest Rooms

Pre-Opening Checklist

Some guest rooms may have been closed for a period of time. Check each guest room to ensure that it is ready for the guest's arrival.

Item	Yes/No
Check for Leaks: Check sinks, toilets, tub/showers, refrigerators, etc.	
Appliances: Plug in appliances.	
Thermostats: Set to correct temperature.	
Remove Non-Essential Items: This includes flowers, self-serve coffee, notepads, pens, hotel services advertisements, coffee table books, menus, decorative throw pillows and bed scarves, irons, hairdryers, etc. Make some items available upon request.	
Triple-Sheeting: If your property does not already provide triple sheeting, consider implementing this now.	
Remove Extra Pillows, Blankets, Towels & Essentials: Make available at front desk.	
Toiletry Items: Consider switching to bulk dispensers for soap, shampoo & conditioner. Single use items should be individually wrapped and tamper evident. Ensure the toilet paper roll in the dispenser is full. Make extra toilet paper and tissues available upon request.	

Guest Rooms

During a Guest's Stay

Item	Yes/No
<p>Limit Housekeeping: Except in the case of long stays, consider not offering housekeeping during a guest's stay, unless requested. If housekeeping does need to enter a room, try to do so when the guest is not present. If this is not possible, proper social distancing procedures must be followed and a mask should be worn. Proper hygiene procedures must be followed in either case.</p>	
<p>Supply delivery: If the guest requires additional supplies such as towels, linens, toilet paper, or garbage can liners, these should be placed in a clear garbage can liner and placed outside the guest room door for pick up.</p>	
<p>Linen Removal: If the guest wants to have linens removed, have the guest bag them, twist the bag shut (do not tie), and place them outside the door for pickup by a gloved staff member. Place directly into washing machine and launder as usual.</p>	
<p>Personal Laundry: Have guests put laundry in a garbage bag and twist the bag shut (do not tie). Place the bag outside their door, then call the front desk. Staff doing the laundry should wear disposable gloves and follow procedures for removing them afterwards, followed by proper hand hygiene.</p>	
<p>Room Service: If a guest orders room service, leave it outside their door and call them when they can open the door. Proper hand hygiene must be practiced before delivering and after picking up food trays. Food should not be transported on carts that have used dishes on them. Regularly clean and disinfect carts used for transporting food and picking up dirty dishes.</p>	
<p>Garbage Pick Up: If guest requests garbage pick up, they should place their tied garbage bag outside of their door and call the front desk to have it picked up. The employee picking up the bag should wear gloves and dispose of the bag in an outdoor garbage bin. Staff picking up the bag should wear disposable gloves and follow procedures for removing them afterwards, followed by proper hand hygiene.</p> <p>If the staff member finds the garbage bag is not tied, they should:</p> <ul style="list-style-type: none"> • leave it where it is and leave the area, • call the guest's room from another area and ask them to tie the bag, and • return later to pick up the tied bag. 	

Guest Rooms

Post-Stay Checklist

Alberta Health Services recommends that, where possible, wait 24 hours before cleaning and disinfecting rooms. If 24 hours is not feasible, wait as long as possible before cleaning.

If more than 7 days have passed since guests (whether infected or not) were in the room, no additional cleaning/disinfecting beyond the normal cleaning/disinfecting is required.

Item	Yes/No
<p>Staff Hygiene & Gloves: Housekeeping staff should practice hand hygiene before entering and after leaving each guest room. If gloves are used, a new pair should be used for each guest room, and hand hygiene must be performed after removing.</p>	
<p>Forgotten Items: Place in a plastic bag and twist shut. Follow normal procedures for disposing or returning guest items. At this time, it is not recommended to donate guest items to charities.</p>	
<p>Key Cards/Room Keys: Dispose of after each use, or clean & disinfect thoroughly.</p>	
<p>Bedding, Linens & Towels: Launder bedding, linens & towels in the room, including extra blankets provided in cupboards or closets, following the laundry checklist in this document.</p> <p>If the room was occupied by a guest with a known or suspected case of COVID-19, 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.</p> <p>Otherwise, pillows and duvets should be maintained according to manufacturer's instructions and normal hotel practices, and cases, covers, and protectors for pillows and duvets should be washed upon checkout. When cleaning guest rooms, observe safe handling protocols for linens and avoid shaking pillows or duvets.</p>	
<p>Carpets, upholstery and drapes: While these items 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.</p> <ul style="list-style-type: none"> • 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. 	
<p>Single-Use Items: Discard single-use items, even if they seem unused or untouched. (e.g., toilet paper, soap, shampoo, sugar packets, creamers).</p>	

Item	Yes/No		
<p>Dishes & Cooking Utensils: Wash and sanitize all dishes, pots/pans, and cooking and eating utensils with hot soapy water, or place in a dishwasher and sanitize by heat or chemical sanitizer. Read Alberta Health Services' Dishwashing Requirements.</p>			
<p>High-Touch Surfaces: Besides thorough cleaning & disinfection, give special attention to high-touch surfaces, including:</p> <table border="0" data-bbox="126 432 1182 947"> <tr> <td data-bbox="126 432 730 947"> <p>Guest Room:</p> <ul style="list-style-type: none"> • Door handles • Safety latch & peephole • Table, chairs & lamps • Furniture knobs & handles • Light switches & thermostat • Drapery pull handles • Telephone & remote controls • Alarm clock • Mini bar • Menu & brochures • Trash & recycling receptacles • Iron • Luggage rack </td> <td data-bbox="730 432 1182 947"> <p>Bathroom:</p> <ul style="list-style-type: none"> • Door handles • Faucets & toilet/urinal handles • Seat covers • Stall latches • Toilet paper dispenser • Sanitary receptacle • Countertops • Towel & soap dispensers • Baby changing station • Sharps container • Trash receptacle • Hair dryer </td> </tr> </table>	<p>Guest Room:</p> <ul style="list-style-type: none"> • Door handles • Safety latch & peephole • Table, chairs & lamps • Furniture knobs & handles • Light switches & thermostat • Drapery pull handles • Telephone & remote controls • Alarm clock • Mini bar • Menu & brochures • Trash & recycling receptacles • Iron • Luggage rack 	<p>Bathroom:</p> <ul style="list-style-type: none"> • Door handles • Faucets & toilet/urinal handles • Seat covers • Stall latches • Toilet paper dispenser • Sanitary receptacle • Countertops • Towel & soap dispensers • Baby changing station • Sharps container • Trash receptacle • Hair dryer 	
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Hotel Amenities & Shared Spaces

Amenities and shared spaces should be set up to help prevent the transmission of disease.

Item	Yes/No
General	
<p>High-Touch Surfaces: Frequently clean & disinfect high-touch surfaces, including:</p> <ul style="list-style-type: none"> • Doorknobs & push plates • Thermostats • Elevator buttons • Escalator & stairwell railings • Reception, concierge & bell service stands • Luggage carts • Public phones • Computers • Light switches • Chair armrests 	
<p>Frequency of Cleaning: Ensure public spaces are cleaned more frequently during times that more guests are present.</p>	
Business Centres	
Increase frequency of cleaning & disinfection for shared use computers, printers, etc.	
Require business centre users to sign in and out.	
VLTs	
<p>For specific guidelines for VLTs, please see:</p> <ul style="list-style-type: none"> • Guidance for VLT Operators • Q&As for VLT Operators • VLT Bulletin (Operational Plans & Other Guidelines) • Physical Distancing for VLTs 	
Spas & Personal Services	
For specific guidelines for spas & personal services, please see the Guidance for Personal Services .	
Fitness Centres	
For specific guidelines for spas & personal services, please see the Government of Alberta's Return to Sport, Physical Activity and Recreation — Phase Two .	

Item	Yes/No
Pools & Whirlpools	
<p>Water samples must be submitted to the provincial laboratory and given a passing grade before pools can open to the public.</p> <p>For specific guidelines for swimming pools, please see:</p> <ul style="list-style-type: none"> • Requirements for Reopening Swimming Pools During a Pandemic • Guidance for Swimming Pools and Whirlpools <p>Indoor and outdoor hot tubs, whirlpools, dry saunas, and steam saunas are permitted to open.</p> <p>Our thanks to AHLA member Michael Shandro of the Best Western City Centre Hotel in Edmonton for representing the interests of hotels in discussions with AHS about the relaunch of swimming pools in the province.</p>	
Employee Break Rooms/ Change Rooms	
<p>High-Touch Surfaces: Frequently clean & disinfect high-touch surfaces, including:</p> <ul style="list-style-type: none"> • Doorknobs • Telephones • Computers • Light switches • Chair armrests & tables • Faucets • Cupboard/drawer handles • Refrigerator & microwave handles 	
<p>Hand Dryers: Deactivate automatic air hand dryers and provide paper towels instead.</p>	
Elevators, Escalators & Stairs	
<p>Signage: Post signage inside and outside of each elevator, reminding guests to:</p> <ul style="list-style-type: none"> • Avoid overcrowding – take the stairs or wait for the next elevator • Cover their cough • Avoid touching their faces after pushing the button • Limit the number in an elevator to 2-3 people or to single households or cohort families • Wash with soap or sanitize your hands after exiting <p>Place physical distancing markers on the floor of elevators.</p>	
<p>Hand Sanitizer Stations: Set up outside of elevators, ideally on each floor.</p>	
<p>High-Touch Items: Frequently disinfect elevator buttons and escalator/stairs handrails.</p>	
<p>One-Way Stairs: If possible, mark common area stairs as UP or DOWN only.</p>	

Meetings & Events

Hotels should work in collaboration with meeting and event organizers to meet the following guidelines.

Management and event organizers should watch the Government of Alberta website for [current restrictions on gatherings](#).

Item	Yes/No
Pre-Event	
Limit Number of Groups: Do not book more than one group into a single small meeting room at the same time.	
Reduce Capacity: Set lower capacity limits for rooms.	
Communicate: Inform attendees about guidelines for social distancing, personal hygiene, traffic flow, and monitoring of symptoms through pre-event emails, event app, on-site signage, etc.	
Clean & Disinfect: Clean & disinfect all surfaces, including tables, chairs, door handles & pens.	
Contact Information: Require that conveners have contact information for all attendees in case contact tracing is required. Records should be kept for up to two weeks.	
Set Up	
Furniture: Place furniture to promote social distancing.	
Barriers: Set up barriers at registration tables and other gathering places.	
Washrooms: Open additional washrooms for event attendees to reduce traffic and congestion.	
Hand sanitizing stations: Set up at room entrances, registration table, and other high-traffic areas.	
Tables: Do not use linens on tables, if possible. Otherwise, change linens between each use. Reduce items on placed tables such as centrepieces, candy, paper & pens.	
Water: Consider providing bottled water instead of pitchers.	
Signage: Use floor decals and signage to facilitate flow and social distancing (e.g., one-way walking paths to rooms and designated “in” and “out” doors to large rooms). Post signage around venue about hand hygiene and social distancing.	
Registration	
Self-Registration: Encourage conveners to have attendees use a mobile phone or a kiosk that is disinfected between each user.	

Item	Yes/No
Traffic/Show Flow	
Pre-Event briefing: Hold a briefing for staff, organizers, vendors, and venue contractors to discuss health & safety protocols.	
Timing: Encourage conveners to designate & stagger attendee arrival times to avoid congestion. Allow extra time between sessions to allow for cleaning and disinfection of rooms, furniture & high-touch areas.	
Monitor Rooms: Monitor meeting room occupancies and restrict further entrance once thresholds are reached.	
Open-Door Policy: Where possible, hold sessions with open doors to reduce the need for attendees to touch door handles.	
Traffic to Elevators & Stairs: Control traffic to minimize congestion.	
During Event	
Food & Beverage: If food and beverages are being served, follow all guidelines in the Food & Beverage section of this document .	
Cleaning & Disinfecting: Cleaning staff should clean and disinfect washrooms, gathering spaces, elevator buttons, and high-tough items frequently.	
Remind Attendees of Health & Safety Protocols: Encourage conveners to ask attendees to refrain from shaking hands, to practice social distancing protocols, and to practice good hand hygiene.	



Posters & Signs for Your Property:

- ❖ [Alberta Health Services](#) posters for hand washing, hand sanitizing, and covering your cough

Food & Beverage

Establishments serving food and beverages have specific requirements. Some things to consider before you open:

- Make sure to check the Government of Alberta's [latest regulations](#) about the size of permitted gatherings and capacity restrictions. Be aware that capacity regulations are dependent on maintaining two-metre distances or having barriers between dining parties. No more than six individuals are permitted to sit at larger tables at this time.
- See the [Guidance for Restaurants, Cafes, Pubs, and Bars](#) for more information.

Complete this checklist before you open food and beverage outlets to guests.

Item	Yes/No
General	
Signage: Post COVID-19 signage throughout the facility. Signage is available from Alberta Health Services or Government of Alberta .	
Cleaning & Disinfection Products: Review cleaning & disinfection/ sanitization products and procedures with vendors to ensure the products you use are adequate.	
Clean & Disinfect: Before re-opening, thoroughly clean & disinfect/sanitize the entire facility.	
Refuse Entry to Anyone Displaying Symptoms: Post signage at the entrance asking that anyone with COVID-19 symptoms not enter the premises. See "Do Not Enter" signs here.	
Encourage Reservations: This will prevent lineups. Consider adding a question about symptoms of COVID-19 to the reservation process, and ask guests with symptoms to rebook.	
Cohorts: Talk to your staff about creating cohorts of workers who work together and who do not interact with other cohorts. This will help to reduce transmission if a staff member becomes ill.	
Music: Keep music volume low to prevent customers from leaning in to hear each other.	
<p>High-Touch Items: Clean & sanitize high-touch items frequently. This may include:</p> <ul style="list-style-type: none"> • Door handles & push plates • Tables, chairs (including armrests) & booths • Cash register & ordering kiosk • Hostess stand • Telephones, touchscreens, keypads & computers • Pagers • Remote controls • Coffee & beverage stations • Menus & bill folders • Hand railings 	

Item	Yes/No
Entrance & Waiting Area	
Eliminate Self-Seating: Show diners to their table to control access and spacing.	
Promote Physical Distancing: Arrange the space and furniture so customers can maintain physical distancing. When possible, ask guests to wait outside until their table is ready.	
Handwashing /Hand Sanitizer Stations: Provide hygiene stations to encourage customer hand hygiene before eating and when leaving.	
Dining Area	
Tables & Chairs: Arrange so that a two-metre distance is maintained between each dining party.	
Aisles: Keep aisles wide enough to allow for physical distancing. Consider using one-way traffic flow.	
Barriers: Install physical barriers where tables cannot be adequately separated. For example, heighten barriers between adjoining booths. Read more on designing effective barriers.	
Table Condiments and Frequently Touched Items: Remove from tables (e.g., salt and pepper shakers, ketchup, hot sauce). Consider using single-use packets instead.	
Buffets & Breakfast Areas	
Self-Service: Self-service food offerings should be single-serve and individually wrapped.	
Buffets: Buffets are permitted to be open with restrictions.	
Kitchen	
Physical Distancing: If possible, stagger workstations so that employees can avoid standing directly opposite one another or next to each other.	
Hand Hygiene: Review hand hygiene procedures to ensure staff practice proper techniques.	
Traffic Flow: If possible, place directional arrows on the floor to control traffic flow and reduce interaction and crossover between cooking & clearing areas.	
Cleaning & Sanitizing: Clean & sanitize utensils and surfaces regularly using regular sanitizing solutions . Gloves should be worn and removed using the correct procedure for glove removal .	
Kitchen Tools: Kitchen staff should use their own high-use tools such as knives wherever possible.	

Item	Yes/No
<p>Washing Dishes: Review Alberta Health Services' Dishwashing Requirements for guidelines. Ensure proper cleaning and sanitation procedures are in place and being followed. Gloves should be worn and removed afterwards using the correct procedure for glove removal.</p>	
<p>High-Touch Items: Clean & sanitize high-touch items more frequently, including:</p> <ul style="list-style-type: none"> • Kitchen equipment handles & push plates • Operating buttons for all equipment • Dispenser handles (e.g., beverage machine) • Handles for refrigerators and freezers • Sink faucets • Towel & soap dispensers • Trash receptacles • Cleaning tools 	
<p>Discard Contaminated Food: Discard food that may have been contaminated (including from coughs or sneezes).</p>	
<p>Deliveries: Inform delivery drivers and suppliers of internal distancing requirements, and provide a separate entrance if possible.</p>	
<p>Service</p>	
<p>Masks: Servers who cannot be separated from others by two metres of distance or a physical barrier should wear a cloth or surgical mask.</p>	
<p>Hand Hygiene: Employers should ensure employees conduct hand hygiene a minimum of every 20 minutes.</p>	
<p>Menus: Replace menus with paper menus that will be recycled after each use. If this is not possible, clean & sanitize all pages of menus after each use.</p>	
<p>Setting the Table: Use rolled cutlery and do not preset tables.</p>	
<p>Refilling Cups: Do not touch coffee cups and water glasses when refilling.</p>	
<p>Self-Serve Beverage Stations: Supply hand sanitizer at beverage stations. If refills are available, provide guests with a new cup each time.</p>	
<p>Clearing & Cleaning Tables: Clean and sanitize tables after each use. Clear tables one at a time to reduce the potential for cross-contamination.</p>	
<p>High-Touch Items: Thoroughly clean and disinfect high-touch items after each use, including:</p> <ul style="list-style-type: none"> • Digital ordering devices & PIN pads • Check presenters • Condiment dispensers • Table signage 	

Item	Yes/No
Pubs & Bars	
No Lineups: Pubs and bars may allow patrons to sit at the bar to consume food and/or beverages. Do not permit customers to line up to purchase beverages.	
Physical Distancing: Place chairs/stools to ensure physical distancing.	
Quick Service, Take Out & Curbside Pick Up	
Physical Distancing Markers: Apply in areas where lineups may occur, away from dining areas.	
Communicate: Provide signage & guidance to customers about ordering protocols when they order and/or before they enter the pickup area (e.g., call to order, call a phone number to pick up, limited capacity in takeout area).	
Minimize Interaction Times: Complete interactions between workers and customers as quickly as possible, and try to avoid interactions at a distance of less than two metres.	
Washrooms	
Physical Distancing: Modify washrooms as necessary to allow for distancing between guests. For example: <ul style="list-style-type: none"> • Close alternate urinals • Close alternate sinks/faucets. If the sink area is small, post signage and floor decals/ tape to keep those waiting for a sink two metres away. 	
Cleaning & Disinfection: Create a schedule and log book for washroom sanitation and supervision, and frequently clean & disinfect high-touch surfaces, including: <ul style="list-style-type: none"> • Door handles & stall latches • Faucets & toilet/ urinal handles • Seat covers • Toilet paper dispensers & sanitary receptacles • Countertops • Towel & soap dispensers • Baby changing station • Sharps container • Trash receptacle 	



Posters & Signs for Your Property:

- ❖ [Alberta Health Services](#) posters for hand washing, hand sanitizing, and covering your cough
- ❖ [“Do Not Enter” signs](#)
- ❖ [Correct procedure for glove removal](#)

Hotel Transportation Services

(for Guests or Employees)

At this time, properties should consider discontinuing hotel shuttles, courtesy vehicle services, and valet service. Self-service parking should be encouraged. You may want to consider reimbursing guests for taxi or ride-sharing expenses instead.

If you continue offering transportation services, we encourage you to observe these guidelines:

Item	Yes/No
Limit Passenger Numbers: This will allow for social distancing.	
Front Passenger Seat: Do not allow anyone to sit in the front passenger seat, or separate the front passenger from the driver with a temporary plastic sheet/barrier. Read more on designing effective barriers.	
PPE: Driver and passengers should wear masks.	
Luggage: Use a plastic liner in luggage transportation areas, and discard or disinfect after each use.	
High-Touch Surfaces: Clean & disinfect vehicle and handles after passengers exit. In the case of valet service, clean & disinfect contact points, including keys, steering wheel, and controls before parking the vehicle and when it has been returned for guest use.	

Staff Accommodations

Staff accommodations typically involve many individuals living in close quarters with common areas and shared spaces. To reduce the risk of disease transmission in staff accommodations, the AHLA recommends:

Item	Yes/No
Cleaning Schedule & Procedures: Develop a cleaning & disinfecting schedule and provide a log book to track. Require employees to disinfect shared areas (kitchen/bathrooms counters, handles, light switches, etc.) after each use.	
Cleaning & Disinfection Supplies: Make available and check quantities daily.	
Beds: Wherever possible, provide individual rooms. In shared sleeping quarters, space beds at least two metres apart. “Head to foot” placement may be considered. Hang curtains or other temporary barriers between beds to prevent droplet spread while sleeping.	
Dishwashing: Ensuring appropriate dishwashing facilities are provided.	
Dining Schedule: Stagger dining times and/or open additional dining areas for staff use.	
Activities: Encourage social activities to be held outdoors, with social distancing guidelines in mind.	
Guests: Prohibit visitors and overnight guests.	
Isolation Areas: Prepare for isolation areas for ill employees, or for employees who meet the criteria for self-isolation (recently travelled from outside of the country, have come in contact with someone who tested positive for COVID-19, etc.). They should be provided a separate room and bathroom, where possible. See Staffing in this document for more information about when to self-isolate.	

Regaining Guests' Confidence: Communications Guidelines

Some guests will be understandably nervous about travelling and staying in hotels after COVID-19. You can help instill confidence by:

- Demonstrating that you and your staff take cleaning & disinfection seriously throughout the property.
- Communicating with them about new standards and practices at your hotel.

You may have the best disinfection and safety practices, but if your guests aren't aware of them, they may not understand the lengths to which you are going to protect them. The AHLA recommends that hotels:

- Provide details on new cleanliness standards and safety practices through your website, loyalty programs, emails, and advertisements.
- Advise guests on hotel protocols (changes in service levels, available amenities, cleaning processes, check-in procedures, etc.) in a pre-arrival email, a website alert following an online booking, or other forms of communication.
- Provide resources during check in and in guest rooms that explain changes and new protocols.
- Have messaging prepared if a guest asks about what protocols will be followed if a guest or staff member is diagnosed with COVID-19.
- Highlight outdoor activities and events, which allow more easily for social distancing.

Source: [5 Ways for Hotels to Prepare for Recovery and Reopening](#) (TrustYou)

* * *

Hotels with Self-Isolating Guests or COVID-19 Positive Guests

As you re-open to the public, you may still receive booking for guests who need to self-isolate. We have developed a printable guide of [suggested procedures](#) to help keep your staff and guests safe in this situation. We also recommend you use these procedures if you have a guest who tests positive for COVID-19.

Asymptomatic self-isolated guests can leave the hotel to attend critical appointments.

Self-isolating guests who are also essential workers are subject to different guidance.

Business Resources

The following businesses are associate members of the AHLA and offer products and services that can support your business during COVID-19.

Ecolab is the global leader in water, hygiene, and infection prevention solutions & services that protect people and vital resources. They are waiving all rental fees for Ecolab equipment (dishmachines, glasswashers, boosters, water softeners) for a period of 90 days during the COVID-19 pandemic.



Contact: Michael Van Dyke
Email: michael.vandyke@ecolab.com
ecolab.com

Explorer International Trading Inc. is an Edmonton-based international trading company and the exclusive official agent for China National Pharmaceutical Group in North America. It is licensed by Health Canada and provides high quality PPE at a reasonable price.



Explorer International Trading Inc.

Contact: Nicholas Fu
Phone: 780.695.3722
[Power Point with More Information](#) (pdf download)

For nearly 30 years, True North Hospitality has been a trusted source for the Canadian hotel industry. Contact True North for floor distancing stickers, face masks & shields, disinfectant, bed & bath linens, and amenities.



Contact: Chris Berry
Phone: 519.332.1412 or toll-free 800.663.7913
truenorthdistributors.com

Appendix: Training Checklist for Employees — COVID-19 Protocols & Procedures

Before returning to active duty, every staff member should be trained on new procedures and protocols for the protection of guest and co-workers. For staff members who have been actively working throughout the pandemic, training should be completed as soon as possible.

Document all completed training for your records and have both the employee and trainer sign off.

Employees have completed each section when the item has been reviewed and is understood by the employee.

Item	Date training completed	Manager's Signature
Hygiene & Social Distancing <i>*See Hygiene, Social Distancing & Personal Protective Equipment to develop training materials</i>		
Hand Washing: Proper hand washing procedures, as per Alberta Health Services recommendations . Also see Hand Hygiene . Hands must be washed even if the staff member has no symptoms: <ul style="list-style-type: none"> • Before starting work • Before handling cooked or ready-to-eat food • After handling or preparing raw food • After handling waste • After cleaning duties • After using the toilet • After blowing their nose, sneezing or coughing • After eating, drinking, or smoking • After handling money 		
Hand Sanitizer: Proper use of hand sanitizer, as per Alberta Health Services recommendations .		
Respiratory Hygiene: i.e., cover your cough), as per Alberta Health Services recommendations . Staff must: <ul style="list-style-type: none"> • Cover their mouth when they cough/sneeze & wash hands afterwards. • Avoid touching their eyes, nose, or mouth. <p>Staff need to wash hands immediately if they touch their face.</p>		
Social Distancing: Staff should keep at least two metres [about the length of a hockey stick] distance from both staff & guests.		
Avoid Touching Personal Items: Staff should avoid touching personal items of guests (e.g., luggage). Wash hands or use alcohol-based hand sanitizer if they do touch items.		

Item	Date training completed	Manager's Signature
Cleaning & Disinfection <i>*See Cleaning & Disinfection to develop training materials</i>		
Procedures: New cleaning & disinfecting procedures in general, as well as for the areas in which the staff member works.		
Chemicals: Proper use of cleaning & disinfecting chemicals, including for chemicals that have been previously used by the employee.		
Personal Protective Equipment <i>*See Hygiene, Social Distancing & Personal Protective Equipment to develop training materials</i>		
PPE Requirements: Masks & gloves.		
Putting On & Removing PPE: How to put on and remove PPE properly.		
Disposal: Proper disposal of PPE.		
Human Resources		
New/updated HR illness policies.		

References & Additional Resources

Government of Alberta:

- [Alberta's Relaunch Strategy](#)
- [Biz Connect: Guidance for Hotels, Motels, Bed & Breakfast and Vacation Rentals](#) (pdf download)
- [Biz Connect: Guidance for Personal Services](#) (pdf download)
- [Biz Connect: Guidance for Restaurants, Cafes, Pubs and Bars](#) (pdf download)
- [Biz Connect: Guidance for Swimming Pools and Whirlpools](#) (pdf download)
- [Biz Connect: Guidance for Taxis, Limos, Rideshares and Commuting](#)
- [Biz Connect: Guidance for VLT Retailers](#) (pdf download)
- [Biz Connect: General Relaunch Guidance](#) (pdf download)
- [COVID-19 Info for Albertans](#)
- [COVID-19 Leave](#)
- [COVID-19: Masks](#)
- [Guidance for Flushing Water Systems](#) (pdf download)
- [Guidance for Wearing Non-Medical Face Masks](#)
- [Hazard Assessment & Control Handbook and Templates](#)
- [Help Prevent the Spread Information Posters](#)
- [Occupational Health and Safety \(OHS\)](#)
- [Restrictions on Gatherings](#)
- [Water Stagnation Risks: Guidance for Building Owners and Operators](#) (pdf download)
- [Work Site Health and Safety Committees and Representatives](#)
- [Workplace Harassment and Violence](#)

Alberta Health Services:

- [Cleaning and Sanitizing Food Contact Surfaces, Equipment, Toys and Other Surfaces](#) (pdf download)
- [CMOH Order 05-2020: 2020 COVID-19 Response](#)
- [Cover Your Cough Poster](#) (pdf download)
- [COVID-19 Information for Albertans](#)
- [COVID-19 Public Health Recommendations for Environmental Cleaning of Public Facilities](#)
- [COVID-19 Public Health Recommendations for Hotels, Hostels, and Inns](#)
- [COVID-19 Self-Assessment](#)
- [COVID-19 Signage & Posters](#)
- [Dishwashing Requirements](#)
- [Hand Hygiene](#) (pdf download)
- [How to Hand Wash Poster](#) (pdf download)
- [How to Mix an Approved Sanitizing Solution](#) (pdf download)
- [How to Use Alcohol-Based Hand Rub Poster](#) (pdf download)

Alberta Gaming, Liquor and Cannabis (AGLC):

- [AGLC Updates](#)
- [AGLC's letter re: required operational plans](#) (pdf download)

Government of Canada:

- [COVID-19 Awareness Resources](#)
- [COVID-19 Disinfectants, Sanitizers, Cleaners and Soaps](#)
- [Drug Identification Number \(DIN\)](#)
- [Hard-Surface Disinfectants and Hand Sanitizers \(COVID-19\)](#)
- [Official Global Travel Advisories](#)
- [Risk Mitigation Tool for Workplaces/Businesses During the COVID-19 Pandemic](#)

Centers for Disease Control and Prevention:

- [How to Remove Gloves](#) (pdf download)
- [When to Wear Gloves](#)

Hotel Association of Canada:

- [Reopening Resources](#)
- [Safe Stay — Enhanced Industry-Wide Hotel Cleaning Standards in Response to COVID-19](#)

Other Sources:

- [BC CDC, HAC, WorkSafeBC, BCHA, BCLCA & BLBCA: Tourism & Hospitality Best Practices Guidelines](#) (pdf download)
- [Cushman & Wakefield: Recovery Readiness: A How-To Guide for Reopening Your Workplace](#)
- [Ecolab: Operational Readiness — Hospitality Reopening Checklist](#) (pdf download)
- [Ecolab: Resuming Operations](#) (pdf download)
- [Edmonton Chamber of Commerce: Business Relaunch Toolkit](#)
- [Office of the Information and Privacy Commissioner of Alberta: Pandemic FAQ — Customer Lists](#)
- [Restaurants Canada: Reopening Best Practices](#) (pdf download)
- [Western Financial Group Hospitality Insurance Program COVID-19 Resource Centre](#)
- [WorkSafeBC: Designing Effective Barriers](#)
- [WorkSafeBC: Restaurants, Cafés, and Pubs — Protocols for Returning to Operation](#)
- [Best Western: We Care Clean Brand Standards](#)

Posters & Signage:

- [Alberta Health Services: COVID-19 Signage & Posters](#)
- [Government of Alberta: Help Prevent the Spread Information Posters](#)
- [Government of Alberta: Information Posters & Fact Sheets](#)
- [Government of Alberta: Mental Health Support Information Posters](#)
- [Centers for Disease Control and Prevention: How to Remove Gloves](#)
- [Bluffton Township Fire District, South Carolina: Do Not Mix These Cleaning Products](#)

Business Tips:

- [5 Ways for Hotels to Prepare for Recovery and Reopening \(TrustYou\)](#)
- [What to Do in a Financial Crisis \(The Hotel Coach\)](#)