



# AHLA SAFE ACCOMMODATION PROMISE

ASSURING THE HEALTH & SAFETY OF STAFF & GUESTS IN ALBERTA HOTELS





# AHLA SAFE ACCOMMODATION PROMISE

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### INTRODUCTION: COVID-19 OPERATING STANDARDS FOR ALBERTA HOTELS

As hoteliers adapt to operating in the midst of the COVID-19 pandemic, they are committed to providing safe and healthy places for their guests to stay, and for their staff to work.

As the provider of health & safety information and resources for Alberta hotels, the Alberta Hotel & Lodging Association (AHLA) has developed cleanliness & disinfection standards to help hotels:

1. Understand their responsibility to provide a safe environment for guests and staff, and what this entails.
2. Provide assurance to guests and staff that their property is a safe place to stay or work.

These standards have been prepared based on current legislation and public health guidance at the time of publication. They will be updated as new or additional information becomes available.

The AHLA has made every effort to ensure the accuracy of information that has been provided. Every hotel is unique and will need to use their best judgment, along with these standards, to adjust their operating procedures.

Alberta hotels have a duty to:

- Implement practices to minimize the risk of transmission of infection,
- Provide procedures for rapid response if an employee or guest develops symptoms of illness,
- Ensure staff maintain high levels of sanitation and personal hygiene,
- Comply with public health bylaws in their communities, and
- Comply with current [public health orders](#) and [guidelines](#).

Every hotel should meet the legal requirements and minimum standards contained in this document. Wherever possible, hotel operators are encouraged to strive to meet the enhanced standards.

For additional information or resources, contact the Alberta Hotel & Lodging Association at 780.436.6112 (toll-free 1.888.436.6112) or [WeHelpHotels@ahla.ca](mailto:WeHelpHotels@ahla.ca).

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### PREPARING YOUR HOTEL

#### LEGAL REQUIREMENTS

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- Hotel has a [Health & Safety Committee or Representative](#), depending on its size, responsible to help:
  - Management respond to employees' health & safety concerns
  - Develop health & safety policies and safe work procedures
  - Develop and promote education and training programs
  - Participate in work site inspections and investigations
  - Investigate reports of dangerous work and refusal to work
  - Carry out health & safety orientations for new employees
  
- [Hazard assessments](#) are conducted for all tasks in front and back of house, including tasks where the risk of exposure to COVID-19 is higher because of the inability to maintain physical distancing or the likelihood of contacting contaminated surfaces.
  
- Hazards identified are addressed through a [hierarchy of controls](#), which includes:
  - **Elimination**, such as establishing occupancy limits, staggering service delivery, and rearranging work spaces to maintain physical distancing.
  - **Engineering controls**, such as barriers, screens, and signage.
  - **Administrative controls**, such as documented protocols & signage for hand hygiene, enhanced cleaning procedures, limits on elevator occupancy, and one-way access and traffic flow.
  - **Personal Protective Equipment (PPE)**, such as gloves, masks & uniforms. *Learn more about how to properly use [masks](#) and [gloves](#).*
  
- Engineering controls, administrative controls, and use of PPE are reviewed with employees:
  - Upon hire and/or to work;
  - When policies or procedures are changed; and
  - As part of day-to-day operations.





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- PPE is worn whenever there is potential for exposure to an infected individual or contaminated items. Employees are trained in how to correctly don and doff PPE.
- [Emergency Response Plan](#) has been developed for pandemics, including documented rapid response procedures in the event that an employee or guest develops symptoms of illness.
- Emergency Response Plan for pandemics is reviewed with employees:
  - Upon hire and/or to work;
  - When policies or procedures are changed; and
  - As part of day-to-day operations.

### MINIMUM STANDARDS

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- Hotel has designated one individual to be responsible for:
  - Ensuring cleaning & disinfection protocols are in place
  - Implementing cleaning & disinfection protocols at their property and ensuring these remain aligned with current public health guidelines
  - Ensuring employees are trained on cleaning & disinfection protocols
  - Responding to guest or health agency inquiries
- Use of PPE is guided by a written policy that is reviewed with staff upon implementation and reinforced in day-to-day operations.
- A log book of contractors, suppliers, and other visitors is maintained in case contact tracing is necessary.

See the Government of Alberta's [Guidance for Hotels, Motels, Bed & Breakfast and Vacation Rentals](#) (pdf download) for additional information.





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### PROTECTING YOUR EMPLOYEES

#### MINIMUM STANDARDS

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- Hotel has a sick leave policy that complies with [Employment Standards](#) and does not allow employees to come to work if they are:
  - Sick,
  - [Required to self-isolate](#), or
  - Caring for a child or dependent adult who is required to isolate.
- Each employee is [screened for symptoms of COVID-19](#) at the start of each shift.
- Signage is displayed in staff areas to promote hand hygiene & physical distancing. Signage is available from the [Government of Alberta](#) and [Alberta Health Services](#).
- Increased frequency & disinfection is taking place in staff areas such as change rooms, break rooms, and cafeterias.
- Staff wear [masks](#) when required by municipal bylaw. If not required by law, staff wear masks whenever physical distancing of 2 metres cannot be observed with other staff and/or guests.

#### ENHANCED STANDARDS

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- Each employee has their temperature checked prior to the start of their shift.
- Shift start and break times are staggered to promote physical distancing.
- Employees wear their uniform only while working and change their clothes prior to leaving work at the end of their shift.





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### GENERAL CLEANING & DISINFECTION

#### MINIMUM STANDARDS

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- Cleaning & disinfection products are used according to the manufacturers' directions. [Disinfectants](#) have a Drug Identification Number (DIN) and a virucidal claim. Alternately, a bleach/water solution of 20 ml of unscented household bleach per 1,000 ml of water is used.
- Appropriate use of all cleaning & disinfection products is confirmed with suppliers. Up-to-date Safety Data Sheets (SDS) are available for all products.
- Cleaning & disinfection procedures are documented and reviewed with employees in all departments.
- Appropriate use of all cleaning & disinfection products is reviewed with staff.
- Supervisors monitor adherence to cleaning & disinfection procedures and use of PPE.
- Increased frequency & disinfection of high-contact surfaces is taking place in front and back of house, including:
  - Door handles, light switches, toilet handles, faucets & taps, elevator buttons, railings, and thermostats.
  - VLTs, phones, computers, remote controls, keyboards, desktops, conference room equipment, cash registers, surface counters, customer service counters, menus, and PIN pads.
  - Carts, equipment handles, hand tools, machinery control panels, seat belt buckles, joysticks, steering wheels, and controls on powered mobile equipment.
- Filter changes/cleaning for air conditioning and ventilation systems are taking place more frequently.
- Cleaning supplies & equipment are cleaned and disinfected at the end of each shift.

#### ENHANCED STANDARDS

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- Log books are kept in all departments to record frequency of cleaning & disinfection, and are checked daily to ensure compliance.





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### CHECK IN & CHECK OUT

#### MINIMUM STANDARDS

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- Guests are advised to identify themselves if they have recently travelled outside of Canada, plan to stay at the hotel to self-isolate, or are experiencing symptoms of COVID-19.
- AHLA's [Recommended Procedures for Hotels with Self-Isolating Guests](#) are followed when self-isolating guests are identified.
- High-contact items such as countertops, guest room keys, key cards, pens, PIN pads, and digital devices are disinfected between each guest.
- The names of all adults and the number of occupants staying in a room is recorded at check in.

#### ENHANCED STANDARDS

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- In pre-arrival communications, guests are notified of adjusted service levels and measures the hotel is taking to assure their safety.
- Contact-free check-in and check-out options are offered.
- Welcome letter, email, or text message is provided upon guest arrival to advise of cleaning protocols and adjusted service levels.
- Disposable non-medical masks and gloves are made available to all guests upon request.







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### LOBBY & PUBLIC AREAS

#### MINIMUM STANDARDS

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- Hand sanitization stations are placed in areas where there is high traffic or high touch surfaces such as elevator banks. Signage is used to promote hand hygiene.
- [Signage](#) is displayed to promote physical distancing throughout the property.
- Furniture is arranged to promote physical distancing throughout the property.





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### GUEST ROOMS

#### MINIMUM STANDARDS

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- Vacated rooms are left as long as possible before staff enter for cleaning & disinfection. A minimum of 3 hours is recommended but not required.
- Housekeeping and maintenance visits to guest rooms are minimized as much as possible. Any staff entering the room while guests are present must wear proper PPE and maintain physical distancing.
- Housekeeping staff are required to wear disposable gloves when cleaning guest rooms, or they are required to follow proper hand hygiene procedures.
- High contact surfaces including, but not limited to, door knobs, remote controls, lamps and light switches, telephones, counter and table tops, bathroom fixtures, kitchen fixtures, appliances, and equipment are thoroughly cleaned and disinfected.
- Non-essential items are removed from guest rooms whenever possible (e.g. pens, note pads, guest directories, throw pillows, extra blankets). If non-essential items remain in the room, proper sanitization procedures are followed for these items.
- Guest room amenities are provided upon request.
- Glassware and china are:
  - individually wrapped,
  - disposable, or
  - cleaned & sanitized between each guest.
- All single-use items are individually wrapped.
- Hand hygiene is performed before and after cleaning a guest room.





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### ENHANCED STANDARDS

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- Vacated rooms are left for 24 hours prior to staff entering for cleaning & disinfection.
- If electrostatic sprayers are used, cleaning occurs first to remove all visible dirt and debris. The disinfectant solution is approved by [Health Canada](#) and used in accordance with manufacturer's directions.
- Vacuums are equipped with HEPA filters.
- Vacuuming is not performed when guests are present.
- Mini bars are removed from guest rooms.





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### GUEST ROOMS KNOWN TO HAVE BEEN OCCUPIED BY AN ISOLATING OR COVID+ GUEST

**Note:** 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.

#### MINIMUM STANDARDS

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- Vacated rooms are left for 24 hours prior to staff entering for cleaning & disinfection.
- All linens, towels, and soft goods are removed from the room and taken directly for laundering.
- Pillows, comforters, and/or duvets are taken out of use for a period of 7 days. Cases, covers, and protectors are laundered on the highest recommended heat setting.
- Carpets are vacuumed thoroughly.
- While vacuuming, PTAC units, room fans, or the central HVAC system that services the room or space are turned off if possible, so that particles that escape from vacuuming will not circulate throughout the property.
- Depending on manufacturer's recommendations, drapes should either be removed and laundered on high heat setting, steam cleaned, or wiped in place with a wet cloth.
- Steam cleaning is used for items that may be contaminated but cannot be laundered, such as upholstery.

#### ENHANCED STANDARDS

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- Carpets are cleaned with a vacuum cleaner fitted with a HEPA filter.





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### LAUNDRY

#### MINIMUM STANDARDS

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- Disposable gloves are worn when handling dirty laundry and are discarded after each use, or proper hand hygiene procedures are followed between loads.
- Separate gloves are worn for loading and unloading washers and dryers, or proper hand hygiene procedures are followed.
- Staff avoid shaking laundry to minimize the risk of dispersing virus through the air.
- Items are laundered using the hottest appropriate water setting. Items are dried completely.
- Laundry bins are clearly labelled for clean and dirty laundry, and are cleaned and disinfected daily.
- Dirty cleaning cloths/rags are laundered separately from other items in the hottest water possible. Once washed, they are immediately placed in the dryer and dried completely.
- Laundry facilities are disinfected at the end of each work day, including laundry carts/bins, baskets, washers, dryers, sinks, tables, shelving, flooring, and all other surfaces.
- Food and beverages are not permitted in the laundry area.





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### FOOD & BEVERAGE

#### MINIMUM STANDARDS

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- Serving areas receive more frequent disinfection.
- Service items such as flatware and china are covered when being stored.
- Where buffets are offered, self-service is not permitted and/or only individually wrapped items are provided.
- Tables are arranged to allow for required physical distancing.
- Tables, chairs, and adjacent surfaces are disinfected after each guest.
- Menus are disinfected between each use, or single use disposable menus are provided.
- Disposable or single service condiments are provided.
- Room service trays and/or carts are cleaned & disinfected after each use.

#### ENHANCED STANDARDS

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- If breakfast is offered, it is provided on a “grab & go” basis.
- Guests are encouraged to use in-room dining.
- Floor plan is adjusted to encourage one-way traffic flow.
- Guests are seated by restaurant staff.
- Contact-free options for menus are available.
- Table settings and condiments are placed after guests are seated.
- Food delivery services (Skip the Dishes, Uber Eats, etc.) are permitted to deliver to the lobby only. Guests are contacted to pick up their order when it arrives.

See the Government of Alberta's [Guidance for Restaurants, Cafés, Pubs and Bars](#) for additional information.





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### MEETINGS & EVENTS

#### MINIMUM STANDARDS

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- Room capacities have been limited to allow for physical distancing.
- Meeting/event room occupancies are monitored by hotel staff and additional guests are not allowed to enter once capacity is reached.
- Signage is posted throughout meeting spaces and public areas about:
  - hand hygiene
  - physical distancing
  - not entering if you have been exposed to COVID-19
- Attendees have been informed about guidelines for physical distancing, hygiene, and monitoring of symptoms through pre-event emails, event app, on-site signage, etc.
- Furniture is placed to promote physical distancing.
- Chairs and tables are arranged so that a 2-metre distance is maintained between each party, unless they are from the same cohort.
- No more than 6 people are at a table. Table size should facilitate physical distancing as much as possible.
- Aisles are wide enough for people to maintain physical distancing.
- Hand sanitizing stations are placed at room entrances, registration tables, and other high-traffic areas.
- Enhanced cleaning of food service and dining areas is taking place during events.
- Each table & chair (backs & armrests) and other handled items are cleaned & disinfected between events.
- Shared items on tables are not provided (e.g. water jugs, table wine, centrepieces, candy, condiments, paper & pens). Instead single-serve items are available, or items are provided upon request.





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- If food is being provided, servers bring food to each attendee, OR  
If buffets or self-service options are offered, they are being overseen by a commercial caterer who holds a food handling permit in accordance with the Government of Alberta's [Guidance for Restaurants, Cafés, Pubs and Bars](#). *No meals should be served "family style" at this time.*
- Check-in is either touchless or a new pen is provided to each registrant.
- A pre-event briefing is held to ensure that staff, organizers, volunteers, vendors, and contractors are familiar with the hotel's health & safety protocols.
- Schedules are adjusted to allow extra time between sessions to allow for cleaning and disinfection of rooms, washrooms, furniture, elevators (if applicable) & high-touch areas.

### ENHANCED STANDARDS

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- Barriers are set up at registration table/desk.
- Additional washrooms are made available to attendees to reduce traffic and congestion.
- Hand sanitizer is placed at each table.
- Assigned seating is used to limit the number of people using the same chairs and place settings.
- Floor decals and signage are used to facilitate flow and physical distancing (e.g. one-way walking paths to rooms and designated doors for entry & exit to large rooms).
- Attendees register using their mobile phone or a kiosk that is disinfected between each user.
- Attendee arrival times are staggered to avoid congestion.
- Doors to meeting rooms are kept open to reduce the need for attendees to touch door handles.
- Contact information for all attendees is recorded and kept for two weeks after the end of the meeting/event, in case contact tracing is necessary.

See the Government of Alberta's [Gathering and Cohorts web page](#) for additional information.







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### SWIMMING POOLS, HOT TUBS & FITNESS CENTRES

#### MINIMUM STANDARDS

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- The number of guests permitted in these facilities is limited and monitored by staff to ensure physical distancing.
- Signage is posted to specify the total number of people permitted in the facility.
- Only registered hotel guests are permitted to access facilities.
- All guests are required to complete a health check prior to using these facilities.
- Hand sanitizer is available.
- If you have a fitness centre, disinfectant wipes (or disinfectant spray and paper towel) are available.
- Increased frequency of cleaning & disinfection of tables, chairs, loungers, rails, washrooms, change rooms, and all high contact surfaces is taking place.
- Signage is posted to encourage physical distancing.

#### ENHANCED STANDARDS

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- Guests are invited to reserve a time to use these facilities.
- A sign in & sign out log of all facility users is kept in case contact tracing is required.
- Pool & fitness centre towels are kept at the front desk.

See the Government of Alberta's [Guidance for Swimming Pools and Whirlpools](#) (pdf download) for additional information.





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### HOTEL TRANSPORTATION WHERE GUESTS ARE PASSENGERS

#### MINIMUM STANDARDS

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- Passengers are either:
  - not permitted to ride in the front passenger seat, or
  - permitted to sit in the front seat with a physical barrier between the driver and front passenger seat.
- Driver and all passengers wear masks when in the vehicle. Disposable masks are provided for those who do not have their own.
- Driver and all passengers wash or sanitize hands before entering and after exiting the vehicle.
- Disinfectant wipes (or disinfectant spray and paper towel) are available for individuals to wipe down their seat/area.
- If the journey includes stops where the vehicle is vacated, occupants are seated in the same place when returning to the vehicle.
- High-touch surfaces are cleaned & disinfected after passengers exit the vehicle.

#### ENHANCED STANDARDS

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- A plastic liner is placed in the luggage transportation area, and is discarded or disinfected after each use.
- Names & contact information of all passengers are collected and kept for two weeks in case contact tracing is necessary.

See the Government of Alberta's [Guidance for Taxis, Limos, Rideshares and Commuting](#) for additional information about transportation.





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### VALET SERVICE

#### MINIMUM STANDARDS

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- Contact points in the vehicle (e.g. keys, steering wheel, controls, door handles) are cleaned & disinfected:
  - before accepting the vehicle for valet service
  - after parking the vehicle, and
  - before returning the vehicle to the guest.
  
- Valet wears a mask in guest vehicles.

#### ENHANCED STANDARDS

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- Valet service is suspended.

