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### 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 provincial health orders and guidelines.



Every hotel should use the [AHLA Safe Accommodation Promise](#) as a resource, and meet the legal requirements and minimum standards contained in this document.

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### WHAT IS A RAPID RESPONSE PLAN?

A Rapid Response Plan is a fast-action plan for hotel operators to follow when a guest or employee shows symptoms or tests positive for COVID-19. Operators should develop a plan that includes appropriate policies and procedures, based on the type of guests and employees specific to their services and settings.

Staff should be familiar with and follow the operator's Rapid Response Plan if a guest/employee starts feeling symptoms while on-site, or finds out they have had a known exposure to COVID-19. This plan should include:

- **Isolating the guest/employee as soon as possible.**
- Cleaning and disinfecting all surfaces that may have come into contact with the guest/employee.
- Requiring hand hygiene and masking of the guest/employee.
- Requiring the guest/employee [to book a COVID-19 test with the online AHS assessment tool](#) or call [Health Link 811](#).

### REFERENCES & RESOURCES

- [AHLA Safe Accommodation Promise \(ASAP\)](#)
- [AHLA Staying Safe Guide](#)
- [Occupational Health and Safety Guidance for Workers during a Pandemic](#)
- [Alberta COVID-19 General Relaunch Guidance](#)
- [Emergency Response Planning: Official Templates for the Hospitality Industry](#)
- [Alberta COVID-19 Relaunch Guidance for Hotels, Motels, Bed & Breakfasts, and Vacation Rentals](#)
- [Contact Tracing Notification Process](#)
- [CDC Contract Tracing Plan](#)

# COVID-19 RAPID RESPONSE CHECKLIST

✓	Required Action
	Immediately isolate the guest/employee from others
	Guest/employee must <a href="#">book a COVID-19 test through AHS' online booking tool</a> or by calling <a href="#">Health Link 811</a> .
	<p><i>If the symptomatic/exposed person is an employee:</i> The employer may be required to report the incident to OHS, if one or more of the following conditions applies.</p> <ul style="list-style-type: none"> <li>• A worker is confirmed to have COVID-19 and the employer has reason to believe that the exposure occurred at work;</li> <li>• A worker is exposed to a confirmed or suspected case of COVID-19 and the worksite did not follow the rules, procedures, and guidance related to COVID-19 protection; or the COVID-19 controls in place have failed; or</li> <li>• A worksite has a confirmed COVID-19 outbreak (5 or more cases).</li> </ul> <p>Phone: 780.415.8690 (Edmonton) Toll-free: 1.866.415.8690 TTY: 780.427.9999 (Edmonton) TTY: 1.800.232.7215 <a href="#">OHS Online Incident Reporting</a></p>
	<i>If the symptomatic/exposed person is an employee who was exposed at work:</i> <a href="#">Report to WCB</a>
	<p>Prepare and complete tracing forms, as directed by current <a href="#">Alberta Health Services policy</a>.</p> <ul style="list-style-type: none"> <li>• Keep <a href="#">contact tracing forms</a> for a minimum of 2 weeks in a secure location with limited access by staff. Ensure the form includes: <ul style="list-style-type: none"> <li>○ Date</li> <li>○ Name</li> <li>○ Phone number and/or email</li> </ul> </li> <li>• Alberta Health Services (AHS) will only request information about guests/employees if a potential exposure occurs on-site.</li> <li>• AHS may advise the hotel or event organizer to notify close contacts.</li> </ul>
	<p>Confirm which areas of the property have been affected and ensure:</p> <ul style="list-style-type: none"> <li>• All surfaces that may have come into contact with the symptomatic guest/employee are cleaned and disinfected using the Government of Canada's <a href="#">guidance for cleaning and disinfecting during COVID-19</a>.</li> <li>• Ensure appropriate PPE is worn while cleaning and disinfecting.</li> <li>• Inform staff about how long the property/area will be closed to clean.</li> </ul>

*This form is an example only. Completing this form alone will not necessarily put you in compliance with legislation. It is important and necessary that you customize this document to meet the unique circumstances of your worksite. Further, it is essential that this document is not only completed, but is used, communicated, and implemented in accordance with the legislation. The AHLA will not be liable for any damages, direct or indirect, arising out of your use of this form.*