



Hotel Penticton, Ascend Hotel Collection

JUNE 2020

COVID – 19: HEALTH & SAFETY POLICY AND PROCEDURES

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General Information

How is COVID-19 spread?

- COVID-19 is spread through large liquid droplets when a person infected with COVID-19 coughs or sneezes. The virus in these droplets can enter through the eyes, nose or mouth of another person if they are in close contact with the person who coughed or sneezed.
- COVID-19 is not transmitted through particles in the air and is not something that can enter the body through the skin.

What are the symptoms of COVID-19?

- The symptoms of COVID-19 are similar to other respiratory illnesses, including the flu and the common cold. These symptoms include fever, chills, cough, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, loss of sense of smell, headache, muscle aches, fatigue and loss of appetite.
- People infected with COVID-19 may experience little or no symptoms, with illness ranging from mild to severe.
- Some people are more vulnerable to developing severe illness or complications from COVID-19, including older people and those with chronic health conditions.

Who needs to self-isolate?

Self-isolation means staying in place and avoiding situations where you could come in contact with others. People are required to self-isolate for many reasons. Hotel operators and staff may not know who in the facility is self-isolating or why. For all of these reasons, it is always important to follow this guidance, for all guests and staff.

- Individuals may NOT self-isolate in a place where they will be in contact with vulnerable people, such as seniors and individuals with underlying health conditions.
- Isolated individuals may NOT use any common hotel areas or implements, including ice and vending machines.

For more information about self-isolation for COVID-19, please see: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation>

- As of March 25, 2020, all persons arriving in Canada from abroad quarantine and self-monitor for symptoms for 14 days under the *Quarantine Act*.
- As of April 14, 2020, all international travellers returning to B.C. are required by law to self-isolate for 14 days and complete a self-isolation plan. Travellers who do not have a self-isolation plan, are not able to arrange adequate support, or do not have a location to self-isolate will be directed to provincial accommodation, which may include hotels.

Testing

Testing for COVID-19 is recommended for anyone with cold, influenza or COVID-19-like symptoms, even mild ones. If an individual has no symptoms, they do not require a test. A health care provider may also decide whether a person requires testing. The BC-COVID-19 Self-Assessment Tool can be used to determine if further assessment is needed: <https://bc.thrive.health/>

Learn more here: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/testing>

General Precautions

- Stay at home if you are sick to avoid spreading illness to others.
- Practice diligent hand hygiene at all times.
 - Wash your hands regularly with plain soap and water for at least 20 seconds or use alcohol-based hand sanitizer with at least 60% alcohol content.
 - Antibacterial soap is NOT required for COVID-19.
- Practice cough etiquette. Cough into your elbow or cover your mouth and nose with a disposable tissue when you sneeze. Immediately dispose of all used tissues in an appropriate waste bin and wash your hands right away.
- Maintain a physical distance of two metres from others at all times: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/prevention-risks/physical-distancing>
- Do not touch your eyes, nose or mouth with unwashed hands.
- Do not share food, drinks, utensils, cigarettes, vaping devices, joints or bongs.

Supporting Guests in Self-Isolation

- Advise guests in self-isolation not to use any common hotel areas, equipment or appliances, including ice and vending machines. Close ice and vending machines if required.
- Support self-isolated guests to have food delivered to them.
 - If on-site food service is not offered, provide information on local grocery stores and restaurants offering delivery.
 - If food service and food delivery options are not available, asymptomatic guests in self-isolation can leave to obtain groceries^a.
- Support self-isolated guests to procure prescriptions and medications.
 - Provide information on local pharmacies offering delivery.
 - If pharmacy delivery is not available, asymptomatic guests in self-isolation can leave to obtain prescriptions and medications^a.
- Asymptomatic self-isolated guests can leave the hotel to attend critical appointments^a.
- Please note: Self-isolating guests who are also essential workers are subject to different guidance.
 - Learn more about Guidance for Essential Workers Returning to B.C. here: https://www2.gov.bc.ca/assets/gov/public-safety-and-emergency-services/emergency-preparedness-response-recovery/gdx/orders-april-10/covid19_travel_guidelines_for_essential_workers_april_10_final.pdf

Environmental Cleaning

Regular cleaning of all common areas, guest rooms and work rooms is essential to protect the health

and safety of guests and staff from COVID-19.

General Cleaning Measures

- Train staff on routine cleaning and sanitizing procedures for high touch surfaces, as well as appropriate laundry and linen handling procedures.
- Ensure daily cleaning and disinfection of all common areas and surfaces.
- Ensure high touch surfaces are cleaned twice daily. This includes doorknobs and handles, telephones, elevator panels and buttons, light switches, tables, chairs and work surfaces in staff rooms, desktops, washrooms, point of sale devices and menus.
- Clean visibly dirty surfaces before disinfecting, unless stated otherwise on the product instructions. Cleaning refers to the removal of visible dirt, grime and impurities. Cleaning does not kill germs but helps remove them from the surface.
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
 - Put cleaning and disinfectant solutions into clean buckets for use.
 - To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal.
 - Immediately discard paper towels and disposable wipes after use.
- Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use.
- Floors and walls should be kept visibly clean and free of spills, dust and debris.
- Empty and clean garbage cans in public areas regularly.
- Items that cannot be easily cleaned and disinfected should be removed (e.g., toys, sculptures).

Housekeeping During a Guest's Stay

- Housekeeping staff must practice diligent hand hygiene at all times during their shift.
- Do NOT provide housekeeping service within guest rooms during their stay.
- Ensure that an adequate supply of clean towels, toilet paper, plain hand soap and shampoo is available prior to guests entering their room.
- Leave fresh linens, toiletries and cleaning supplies outside the door of guest rooms. Provide these items at a frequency that maintains good hygiene.
- Provide a linen or plastic bag for the guest to place their dirty linens in, and a plastic bag for their other waste.
 - Advise guests to tie laundry and waste bags shut and leave them outside their door for collection.
 - To minimize the amount of time dirty linen and waste is sitting in hallways, advise guests on a time at which items should be put out for collection.

Housekeeping After a Guest's Stay

- All guest rooms must be fully cleaned and disinfected after every use.
- Ensure staff do NOT enter guest rooms until authorized.
- To allow for adequate air exchange within rooms, staff should wait three (3) hours after a guest has

left the room before entering for housekeeping.

- Cleaners must practice diligent hand hygiene before entering and after leaving each guest room.
 - If gloves are used, ensure a new pair is used for each guest room.
 - Proper hand hygiene must be performed after removing gloves.
- Staff should use the standard Personal Protective Equipment (e.g., eye protection, mask) required for the regular hazards encountered through their normal course of work (e.g., handling chemicals).
- Use clean cloths, paper towels or wipes to clean and disinfect surfaces.
 - Put cleaning and disinfectant solutions into clean buckets for use.
 - To avoid contaminating your cleaning solution, do NOT re-dip dirty cloths back into the cleaning solution. Use clean cloths each time. This may require using a larger number of cloths than normal.
 - Immediately discard paper towels and disposable wipes after use.
- Avoid the use of spray bottles or pressurized sprayers that might aerosolize contaminants.
- Use a disinfectant that has a Drug Identification Number (DIN). Follow the instructions on the product label for dilution, contact time and safe use.
- Complete a thorough cleaning and disinfection of all hard surfaces. Special attention should be given to frequently touched items such as toilets, sinks, faucets, doorknobs, light switches, telephones, remote controls, bar fridges and garbage cans.
- Remove all cloth items (e.g., sheets and towels).
- Empty all garbage containers.
- Remove ALL reusable glassware and dishes from the room, including all dishes that appear untouched or unused. Take all items directly to the kitchen area for dishwashing.
- For carpets:
 - Vacuums: Only use vacuum cleaners equipped with exhaust filters , preferably HEPA filters, for carpeted areas. Built-in vacuums are ideal. If your vacuum does not have an exhaust filter, do NOT vacuum the room.

Waste Management

- Wherever possible, waste should be handled by a designated person or small, designated team.
- Staff should wear disposable gloves to remove waste from guest rooms and common areas.
- Ensure staff remove gloves and perform hand hygiene immediately after handling and disposing of waste.
- A single, sturdy, leak-resistant garbage bag is sufficient for containing waste.
- If a garbage bag is punctured or contaminated, it should be placed into a second bag.
- All bags should be securely closed and immediately placed in the main disposal bin for the facility.

Laundry

- Wear disposable gloves when handling dirty laundry and discard after each use. Wash hands immediately after gloves are removed.
- If reusable gloves are worn, gloves should be dedicated for handling dirty laundry and should not be used for other purposes. Wash hands immediately after gloves are removed.
- Do NOT shake dirty laundry. This minimizes the possibility of dispersing the virus through the air¹.

- Place dirty laundry directly into a linen bag without sorting. Do not overfill bags.
- Clearly mark laundry bins as 'clean' or 'dirty'. Ensure dirty laundry only contacts dirty laundry bins, and clean laundry only contacts clean laundry bins.
- Clean and disinfect clothes hampers according to manufacturer's guidance. Consider using a liner that can be laundered.
- Clean and sanitize the front-loading area of washing machines frequently.
- Wash and dry items in accordance with the manufacturer's instructions. Use the warmest possible water settings. Dry all items thoroughly.

Food and Beverage Services

Hygienic and safe food and beverage services are maintained by following routine guidance in the *Food Safety Act* and the Food Premises Regulation.

Food Handlers

- Food handlers must regularly wash hands, even if they have no disease symptoms. This includes (but is not limited to) before starting, before preparing or handling food, after handling waste, after using the toilet, after blowing their nose, sneezing and coughing, after eating, drinking or smoking, and after handling money or credit cards.
- Food handlers must avoid touching their eyes, nose or mouth with unwashed hands.

General Food Service Precautions

- Follow safe food practices, such as protecting foods from contamination, minimizing direct handling of food and preventing cross-contamination of foods.
- Discard any foods that may have been contaminated from coughs or sneezes.
- Clean and sanitize utensils and surfaces in the kitchen regularly using standard sanitizing solutions (e.g., QUATs or chlorine). Follow the instructions on the product label.
- Increase frequency of cleaning and sanitizing of food contact surfaces and high-touch areas.
- Wash/sanitize used dishes using regular procedures (e.g., sanitizing dishwasher)
- Do not offer buffets and other self-service options.
- Do not provide common water coolers or lobby snacks for guests.
- Encourage guest and staff hand hygiene before all meals. Make plain soap and water or alcohol-based hand sanitizer available to support this activity, where possible.
- Regularly clean and disinfect equipment used for handling payments.

Delivering and Picking Up Food Trays

- Do NOT provide food service within guest or staff rooms during their stay. For in-house food service and food delivery from off-site, deliver and pick up food trays outside of guest rooms, while the room doors are kept shut.
- Gloves are not required when delivering or picking up food trays.
- Proper hand hygiene *must* be practiced before delivering and after picking up food trays.

- Do NOT transport food on carts that have used dishes on them.
- Regularly clean and disinfect carts used for transporting food and picking up dirty dishes.

Dishwashing

- Dishwashing practices must adhere to BC's Food Premises Regulation: http://www.bclaws.ca/EPLibraries/bclaws_new/document/ID/freeside/11_210_99
- Dishwashing temperatures must be monitored in a log, per your Food Safety Plan.
- Used dishware should be washed immediately.
- Disposable dishes are not required to stop COVID-19. Regular food trays, dishes and utensils can be used for guests.
- Manually scrape off food from plates prior to beginning dishwashing. Minimize the use of sprayers to remove food and residue.
- Regularly clean and disinfect carts used for transporting food and picking up dirty dishes.
- Clean and sanitize all dish buckets (dirty and clean) after each shift.
- Maintain separation between clean and dirty dishes in the dish washing area.

Staff Health

- Cover nose and mouth with tissue paper while sneezing or coughing and dispose of nasal and mouth discharge properly.
- Maintain physical distancing (at least 2 metres)
- Keep hands clean and wash hands properly:
 - before touching eyes, nose and mouth if there is a need to do so
 - after handling objects soiled by respiratory or other body secretions
 - after touching high contact surfaces or equipment, such as escalator handrails, elevator control panels or door handles
- **Monitor your symptoms daily, report respiratory illness**
 - Staff should use the COVID-19 self-assessment tool at [BC COVID-19 Self- Assessment Tool](#) to help determine if further assessment or testing for COVID-19 is needed.
 - Staff can contact 8-1-1 if further health advice is required and 9-1-1 if it is an emergency.
- **Anyone with COVID-19-like symptoms such as a sore throat, fever, sneezing, or coughing must self-isolate at home for a minimum of 10 days from onset of symptoms, until their symptoms are completely resolved.**
- Workers who have travelled out of province, must remain away from the workplace for at least 14 days.
- Workers who live in the same household as a confirmed or clinical COVID-19 case who is self-isolating must remain away from the workplace for at least 14 days.
- If workers report having COVID-19-like symptoms while at work, we will:
 - Send them home to recover for the prescribed self-isolation period.
 - Clean and disinfect their workstation and any areas or tools that they were using as part of their job.
 - Follow any directions from public health with regard to detailed cleaning, temporary closure and trace contacting.
- All staff must practice physical distancing to reduce the risk of getting sick. Avoid close contact (within 2 meters) when possible with other staff and guests. This includes employee breaks.

6 Step Assessment

1. Maintain physical distancing – keep 2 metres (6 feet) away from everyone who's not a member of your bubble.
2. Wash your hands frequently with soap and water or use hand sanitizer with at least 60% alcohol.
3. Stay home if you're feeling sick.
4. Don't gather in groups of more than 10 people indoors or 50 outdoors and remember to keep 2 metres (6 feet) apart.
5. Limit travel to rural communities and be respectful when you are there.
6. Self-isolate if you've
 - Just returned to Yukon and have been outside of British Columbia, Nanavut or Northwest Territories in the last 14 days: or
 - Been in contact with someone diagnosed with COVID-19.