

Interim Recommendations for hotel Workers

March 29 2020

COVID-19 preventive measures in the workplace

These measures apply when sustained community transmission has been confirmed by public health authorities

In order to protect the health of their employees and of those who come into contact with the workplace, employers are asked to:

- 1) Respect not only the recommended changes to the ways in which employees work, but also the instructions given to those who are in mandatory isolation (working from home) and for those who have other types of constraints (flexible hours, working from home).
- 2) Advise workers **not to come to work** if they present symptoms suggestive of COVID-19 (fever, cough, difficulty breathing or other associated symptoms according to the following website:
<https://www.quebec.ca/en/health/health-issues/a-z/2019-coronavirus/answers-questions-coronavirus-covid19/#c46790>).
 - If a worker starts having symptoms while at work, have a procedure in place for isolating the worker in a room or have them wear a procedural (or surgical) mask. Call **1-877-644-4545**.
- 3) Restrict your staff size to the minimum possible to keep the establishment running
- 4) Promote good hand hygiene measures by making necessary materials available for both workers and clients (soap and running water or hydro-alcoholic solutions containing more than 60% alcohol, hands-free trash, disposable tissues, paper towels, etc.).
 - Avoid touching your face and wash your hands often, especially after touching merchandise, items in general or the payment terminal.
- 5) Promote respiratory etiquette for both employees and clients (cough or sneeze into one's bent elbow or in a tissue, then throw out the tissue and wash hands as soon as possible).
- 6) Wherever possible, enforce working from home and physical barriers between individuals. Otherwise, respect social distancing measures (of at least 2 meters) between each person (for both clients and employees) in the building.
 - Avoid all physical contact (ex: handshakes, hugs, greetings).
 - Limit the number of clients in the building.
 - Install physical markings on the ground and on walls (lines, stickers, cones, wooden structures, etc.) to indicate the 2-meter distance clients need to respect between each other and with the reception desk.
 - Install posters to remind clients to respect social distancing rules (at the entrance of the building).
 - Prohibit in-person gatherings, including meetings (ex: employees must not gather during breaks).
 - Request clients eat their meals in their rooms.
 - Avoid sharing materials and equipment (tablets, pencils, communication devices, etc.).

- Take away non-essential objects in communal areas (documents, newspapers, magazines, trinkets, etc.).
- Limit leaving and moving around the building to what is strictly necessary.
- Limit the number of employees working at a time to avoid multiple interactions.

Note: Crossing paths with someone for a few minutes without contact does not present a risk (ex: in a hallway or stairway). The transmission of the virus through surfaces and objects is a risk, but is generally considered a minor risk. Frequently washing hands still constitutes the best way to protect oneself.

7) For mealtimes:

- Ensure rigorous 20-second hand washing both before and after eating.
- Take necessary measures to ensure the proper 2-meter distance between employees in the dining room (ex: a larger location, mealtime rotations, etc.).
- Do not share mugs, glasses, plates and utensils.
- Wash dishes with hot water with soap.

For breaks:

- Ensure physical social distancing measures are respected during break times (ex: avoid gathering).
- Avoid sharing objects (ex: cigarettes, pencils, cell phones, change and dollar bills).
- Remove non-essential objects (documents, newspapers, magazines, trinkets, etc.) in communal areas.

8) Wash clothes worn at work every day using hot water and laundry detergent.

9) Anyone in the following situation(s) must stay in the hotel building:

- Someone who recently arrived from a trip abroad.
- Someone who is waiting to be tested or waiting for their test result.
- Someone who has been confirmed to be infected with COVID-19.
- Someone who has been in contact with a confirmed case.

Isolation measures outlined by the Public Health Authorities must be followed. Please refer to the applicable documents for your situation (consider the client's room as the client's domicile):

Procedure to Follow on Return Home from Abroad - Coronavirus (COVID-19):

<https://publications.msss.gouv.qc.ca/msss/en/document-002494/>

Public Health Recommendations: Procedure to Follow for People Waiting For A COVID-19 Test or Test Result:

<https://publications.msss.gouv.qc.ca/msss/en/document-002496/>

Public Health Recommendations: Procedure to Follow for People with COVID-19 in Isolation at Home:

<https://publications.msss.gouv.qc.ca/msss/en/document-002497/>

Procedure to Follow for People Who Have Been In Contact with a Confirmed Case of COVID-19

<https://publications.msss.gouv.qc.ca/msss/en/document-002495/>

10) Create an emergency plan for pandemics, adapted to the specific workplace and ensure it is followed.

Specific Prevention Measures:

A. Client reception desk, and the building entrances and exits

- Install hydro-alcoholic solution dispensers at each entrance and exit and urge people to use them to disinfect their hands (ex: with posters).
- At the reception, instruct and guide clients, while maintaining a 2-meter distance with them.
- Limit direct hand-to-hand exchanges of dollar bills, change, credit cards, loyalty cards, etc.
- Promote credit card or mobile phone payments on static payment terminals that do not need to be manipulated. Clients should avoid touching the terminal buttons, but rather use a contact-free payment method.
- Sanitize your hands with a hydro-alcoholic solution composed of more than 60% alcohol as often as possible (ideally between each client, especially if there was contact with money, cards, or a payment terminal that was touched by the client). As an alternative, a wet soapy cloth available at the workstation, kept in an open waterproof container and changed often, is acceptable. Workers must have access to soap and running water, which is the best method for proper hand hygiene.
- Wearing gloves is not recommended while at the cash register. This may give a false sense of security increasing the risk of contaminating multiple surfaces due to the gloves not being changed often enough. Wearing gloves does not eliminate the necessity to wash hands (hands must be washed every time gloves are removed).
- Keep the payment terminals clean. Ideally, the payment terminal should be disinfected multiple times a day, and whenever the terminal is visibly dirty. Cleaning with normal cleaning products, multiple times a day, can also be a good alternative to disinfectant (assuming that the cleaning materials and method of application can be used with the device being cleaned). Ensure that the disinfectant or the cleaning products used are compatible with the terminal according to the manufacturer.

B. Housekeeping staff

- Disinfect (with disinfectant products used normally) the employees' dining room (after each meal) and the sanitization devices (during every shift).
- Clean work spaces that are frequently touched on every shift or after each use (tables, counters, door knobs, telephones, keyboards, technological accessories, elevator buttons, ramps, light switches, etc.) with normal cleaning products.
- Clean communal spaces at least on a daily basis, if not more often (around every 2-4 hours).

Room service

- Limit the number of times housekeeping cleans a client's room during their stay, and limit cleaning to when no clients are in the room
 - If a client is in their room, ensure that a 2-meter distance is kept at all times.
 - Clean with normal cleaning products while paying special attention to areas that are frequently touched.
 - Between clients, completely clean the room and disinfect the bathroom after cleaning it.
 - Wash hands regularly and each time after taking off gloves.

- If one of the hotel's clients is infected with COVID-19 or if they are waiting for their test result for COVID-19:
 - Do not clean the room, but provide the client with the necessary products for them to take care of their room themselves.
 - After the client infected with COVID-19 has checked out of the hotel:
 - Close the room and wait at least 3 hours before starting to clean and disinfecting the room. If possible, open exterior windows to increase air circulation in the room.
 - The same cleaning products and disinfectants can be used while cleaning the room. Allow disinfectant products to remain on surfaces long enough for the products to kill the virus (according to the manufacturer's instructions).
 - For porous surfaces, such as carpets and curtains, eliminate all contamination if visibly present, and clean with appropriate cleaners indicated for such surfaces. After cleaning, if the surfaces can be washed, wash them according to the manufacturer's instructions by using the hottest recommended water to clean the articles, then allow them to dry completely.
 - Tissues and disposable items used by the infected person must be thrown out in a plastic bag, which can then be thrown into the larger housekeeping trash bin.

Protective cleaning measures

The same protective measures for the housekeeping team apply, whether or not there was someone who was infected by COVID-19 in the room in question.

- Wear plastic gloves to protect hands while cleaning.
- Wash both hands and forearms with soap and water whenever taking off the gloves.
- After cleaning the room, plastic reusable gloves must be cleaned carefully with water and detergent then dried, else thrown out and replaced by a new pair when necessary.
- Hands must be washed before and after wearing gloves.

C. Laundry room staff

- If a client is infected by COVID-19 or if they are waiting for a test result:
 - Place laundry (such as sheets, towels, clothes) soiled by bodily fluids (saliva, phlegm, or stools, etc.) in a plastic bag.
 - Avoid shaking the laundry or the contents when putting the laundry in the washing machine.
 - Wear long-sleeved shirts with gloves and pants. Avoid all skin contact and avoid allowing the contaminated laundry to touch your clothes.
 - The infected client's laundry can be washed with other clients' laundry, with hot water and normal laundry detergent.
- For all other clients, normal cleaning methods apply.

D. Employees in contact with food

- While there is no proof that COVID-19 is transmittable through food, as a precaution, frequently washing hands and respecting good hygienic practices while providing healthy food options are recommended.
- Employees in contact with food must avoid anyone who may show symptoms of a respiratory illness, such as coughing or sneezing.

- Clients' used dishes and utensils must be cleaned with dish soap and water, using normal cleaning practices. Using a dishwasher is also suitable.
- For more information:
https://www.mapaq.gouv.qc.ca/SiteCollectionDocuments/Avis_publicite/English_Questions-ReponseclientelesMAPAQ.pdf
- If one of the hotel's clients is infected with COVID-19 or if they are waiting for their test result:
 - Avoid using the faucet sprayer or brushes to dislodge food; rather, presoak the dishes or dislodge food residue with a cloth or a sponge.
 - Wear gloves.
 - Throw out the cloth or sponge with the gloves, or if they are reusable, put them in a plastic bag until they can be cleaned in hot water with normal detergent.

E. Handling (both receiving and sending) merchandise

- Restrict the number of employees who are in contact with external parties from other organizations (ex: delivery personnel, truck drivers, etc.).
- Ideally, organize a location where external parties can leave merchandise outside the entrance of the building to avoid multiple trips in and out of the building.
- Leave merchandise on a clean surface while respecting a 2-meter distance between individuals.

F. Non-essential services

- Non-essential services must cease.
 - Non-essential zones, such as pools and libraries, must be closed while confinement measures are in place for the population.
 - Non urgent work must be cancelled.

G. Establishments which become temporary medical sites for COVID-19 patients.

- The establishment must be considered, in this context, as a medical location.
 - Please refer to the COVID-19 document: Measures to manage cases and interactions in medical shelters and in retirement homes, available in French only at: <https://www.inspq.qc.ca/publications/2910-cas-contacts-chsld-covid19>

Useful Documents:

<https://publications.msss.gouv.qc.ca/msss/en/document-002470/>

<https://publications.msss.gouv.qc.ca/msss/en/document-002468/>

<https://publications.msss.gouv.qc.ca/msss/en/document-000441/>

<https://publications.msss.gouv.qc.ca/msss/en/document-000438/>

<https://publications.msss.gouv.qc.ca/msss/en/document-002483/>

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Note: The above recommendations are based on the information available at the time of their drafting. Given that the situation and knowledge on the SARS-CoV-2 virus (covid-19) are evolving rapidly, these recommendations are subject to change.

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Publication N°: 2930 – English version