

Fixed Roof Tourism Establishment / Accommodation Guidelines:

Updated June 4, 2020

1. Overview

Fixed roof tourism establishments on Prince Edward Island are required to implement the measures noted below to protect the health and safety of employees and guests.

Additional workplace guidelines and public health measures required to be followed by all businesses can be found in the *Renew PEI Together* document found at <https://www.princeedwardisland.ca/en/topic/renew-pei-together>.

These guidelines are subject to change as the COVID-19 situation continues to evolve.

2. Public Health Measures

The following is public guidance for all phases of *Renew PEI Together* and required by all operators, employees and guests:

- Stay informed, be prepared and follow public health advice.
- Maintain physical distancing of two metres (six feet) with individuals who are not part of one's household.
- Stay home when ill and call 811 promptly if experiencing symptoms of COVID-19.
- Wash your hands often with soap and water for at least 20 seconds; if not available, use a hand sanitizer that contains 60% - 80% alcohol.
- Don't touch your face with unwashed hands.
- Cough or sneeze into a tissue or your sleeve, and wash your hands directly after.
- Ensure enhanced cleaning and disinfection of commonly touched surfaces.
- Vulnerable individuals should exercise caution and minimize high-risk exposures.

3. General Operations

- Encourage guests to observe gathering restrictions by staying in their own room / unit unless using shared public spaces like laundry facilities.
- Public gathering restrictions must be adhered to in any and all public spaces.
- Limit any programming that requires people to gather, such as meetings, etc. where physical distancing standards cannot be adhered to.
- Limit the number of people in shared facilities such as washrooms and showers (one family at a time).
- Limit the number of available stalls and urinals to ensure physical distancing in washrooms.
- Close or implement appropriate risk mitigation measures in all common areas and recreation centres where physical distancing or cleaning or sanitization is not practical or possible to enforce. An example may be an arcade centre where it may not be possible to provide enhanced cleaning and disinfection.
- Advise guests that if an amenity is busy, such as a shower facility, fitness area or hot tub, it is best to return outside of peak times or use another amenity.
- For contact tracing, operators should collect and keep on file the names and contact information of all deliveries to the establishment and keep information for one month.

4. Booking/Reservations/Check-in

- Where possible encourage online, debit and credit transactions.
- Guests must reserve their accommodations online or by phone prior to arriving.
- For contact tracing purposes, operators should collect and keep on file the names and contact information for all persons staying in each unit and keep information for one month.
- In addition, should those staying in a unit have additional guests, such guests should also register with the operator (and their names and contact information should be kept on file for one month).
- Where physical distancing of two metres (six feet) can't be maintained, install clear barriers to separate employee and guest checking in and any customer service area. Ensure barriers do not create a safety hazard for employees or guests.
- Advise guests at the time of booking (and operators to confirm at time of check-in):
 - They should not enter the establishment if they are experiencing symptoms including cough, fever, headache, shortness of breath, runny nose, sore throat, muscle aches, unusual fatigue or acute loss of sense of smell or taste, that are not related to a pre-existing illness or health condition, or

- Are otherwise required to isolate.
- To meet physical distancing requirements, only members of the same household should stay together in a unit.
- Operators should be clear on their websites and in their confirmation e-mails which services or facilities have been closed, so guests can plan accordingly.
- After each guest checks out, clean and disinfect guest room hard keys.

5. Ancillary Facilities (pool, fitness facility, restaurant, etc.) - in accordance with *Renew PEI Together* guidelines

- Recreational facilities that are allowed to re-open include:
 - Playgrounds
 - Swimming pools, hot tubs and outdoor spas; and
 - Fitness facilities - see specific guidelines at *Renew PEI Together*.
- Indoor dining - see specific food premises guidelines at *Renew PEI Together*.
- Retail businesses / gift shops within an establishment may be open (see specific retail guidelines at *Renew PEI Together*).
- Ensure hand washing facilities or hand sanitizer with at least 60% - 80% alcohol is available in or near all recreational facilities.
- Limit gatherings to current Public Health numbers and ensure physical distancing is maintained.
- Use floor markings in common areas and recreational facilities to indicate where guests should stand to maintain physical distancing.
- Common areas such as laundry rooms will be cleaned on a regular basis and at a minimum 5 times within a 24 hour period.
- Common washrooms / showers must be cleaned on a regular basis and at a minimum 5 times during daylight hours.
- Ensure hand washing facilities and hand sanitizer with at least 60% - 80% alcohol is provided in public washrooms.
- Guests will be asked to use the washroom facilities in their accommodation unit and where possible refrain from using washrooms in common areas such as lobby, fitness facility and pools.
- Guests from different households / units will be required to maintain physical distancing at all times.

6. Cleaning and Disinfecting (Rooms, Units, Common Areas and Equipment)

NOTE - While the *Tourism Industry Act and Regulations* prescribes general cleaning standards, the following additional requirements must be adhered to:

- Proper cleaning and disinfection is a critical component of preventing disease transmission, especially high-touch surfaces in shared facilities and equipment such as key pads (debit machines), door handles, taps, toilet flush handles and laundry machine dials and buttons.
- Institute a log of daily cleaning and disinfection practices and keep records, including inventory of gloves, masks and supplies.
- If operators do not have staff capacity to adequately and frequently clean and disinfect high-touch surfaces, operators should close those facilities.
- The cleaning and disinfection of essential areas, such as washrooms, garbage bins, etc. should be prioritized over non-essential amenities such as play equipment.
- High-touch objects and hard surfaces in each unit must be cleaned and disinfected after guests check out and on a regular basis. Frequency should be increased as needed. This includes, but is not limited to: toilets, phones, electronics, door handles, bedside tables, television remotes, curtain pulls, etc.
- Operators should consider closing or limiting access to common areas that are considered high-touch areas, such as sitting rooms or games room where it is difficult to maintain physical distancing.
- Where sporting equipment is made available to guests, each piece of equipment should be signed out and must be cleaned and disinfected after every use (e.g. lifejackets, tennis rackets and soccer balls).
- Where hand washing facilities are not available, hand sanitizer containing at least 60% - 80% alcohol must be provided.
- Where cutlery and kitchen utensils are provided, clean and disinfect after each guest checks out (or use disposable alternatives).
- Common areas, such as reception and registration areas will be cleaned and disinfected on a regular basis and at a minimum 5 times in a 24 hour period.
- Only after a unit is completely cleaned and disinfected, can it be made available to the next guest.
- Eliminate non-disposable in-room glassware and replace with disposable alternatives in the guestroom.
- Remove non-essential amenities from guest rooms and lounge areas, (including magazines, decorative pillows, bed throws, flowers, pens, paper, non-fixed desktop items, ect.) to minimize potential areas of exposure and focus cleaning on essentials.
- Surfaces and equipment are cleaned and disinfected before and after each customer service interaction.
- Front desk employees wash their hands after receiving or interchanging items from other people.
- Use floor markings at check-in or service areas to indicate where customers should stand to maintain physical distancing.

- After each guest interaction clean and disinfect point-of-sale devices and touch screens.
- After guests check out, clean and disinfect room keys / cards.

7. Laundry

- Consider using gloves, gowns and dissolving bags for collection of soiled laundry.
- Wash hands or apply hand sanitizer before and after glove use.
- Collect laundry with minimum agitation, do not shake or hug laundry bags and avoid direct contact of the skin.
- Dirty laundry should be placed into bags or carts for transport.
- Do not use the same gloves to handle clean and dirty laundry.
- Clean and disinfect all equipment, carts, tables and floors at the end of each day.
- Increase the frequency of cleaning and disinfection of all high-touch areas.
- Consider disinfecting the rim of the washing machine and door so that the laundry is not re-contaminated upon removal.
- Damp laundry should not be left in machines overnight.
- Avoid clean laundry contact with floors, walls or dirty carts.

8. Room Service

- Pack all food deliveries using disposable paper/plastic containers.
- Leave all food and beverages ordered through hotel room service at the guest's door for pick-up by the guest.

9. Signage / Information

- Place appropriate signage around all entries and throughout the establishment (high traffic areas) outlining policies and procedures such as:
 - Physical distancing expectations,
 - Hand hygiene,
 - Respiratory etiquette (coughing and sneezing) etiquette, and
 - Cleaning and disinfection practices.
- Print and post signage at all entries into the establishment to notify guests that they should not enter if they have symptoms of COVID-19, including fever, chills, cough, headache, shortness of breath, sore throat and painful swallowing, stuffy or runny nose, and/or loss of sense of smell.
- At time of check-in, provide each party with an information sheet outlining the establishment's policies.

10. Education/Best Practices

- All staff will be trained to observe COVID-19 safety protocols.
- Staff will be aware of and self-monitor for signs and symptoms of COVID-19.
- Staff will ask any guest to leave the property if they witness any of the safety protocols being ignored.
- When checking into the establishment (registration), all guests will be made aware of the measures the establishment has taken to make it safe. If they book online they will receive information by email. If they call, a staff member will inform them.
- Government's COVID-19 website should be monitored on a regular basis for any directive or changes to protocols and guidelines.

11. Recommendations for Guests

- Stay home if not feeling well.
- Wash or sanitize hands before and after visiting shared amenities with high-touch surfaces such as registration desk and washrooms.
- If applicable, use washroom facilities in your unit whenever possible to reduce traffic at shared facilities.
- Dispose of trash in receptacles provided or take it with you to reduce risk for staff and other users.

12. Important Note

The Chief Public Health Office has developed a template that outlines the general COVID-19 specific policies and procedures that businesses and services must have in place to operate under the updated Public Health Order of May 1, 2020. Each phase of *Renew PEI Together* includes a further relaxation of restrictions for business allowed to operate, but still includes the same general principles outlined in this template.

All businesses and organizations operating during the COVID-19 pandemic are required to have an operational plan. You do not need to submit the operational plan to the Chief Public Health Office before reopening.

However, the plan will need to be made available during inspections by a government official. The operational plan template can be found at <https://www.princeedwardisland.ca/en/publication/covid-19-operational-plan-template>