

Accommodation Sector Consultation with Dr. Strang

June 15, 2020

Q: What are your recommendations for cleaning hotel pools?

A: Private hotel pools can be open and should follow the protocols put forth by [HANS to Dr. Strang](#). Make sure you use Health Canada approved disinfectant products. These have been shown to kill viruses. Use your normal cleaning protocol on high-touch surfaces and enhance the frequency of your cleaning and sanitizing routines.

Q: A few accommodations have showers in their fitness facilities. Can we make available for use?

A: This was never a requirement to close down. This is about risk assessment; some requirements around opening these are ensuring you have protocols in place that manage their use. Manage the number of people using your fitness facilities, and frequency of cleaning them. View the approved [Fitness Sector Plan](#) that all fitness centres should follow to be open.

Q: Cleaning guest rooms: Should we wait a specific amount of time before having guests in a room, before cleaning staff enter the room, and can staff enter rooms for those guests who stay more than one night?

A: There are no protocols on this. You might want to wait around 30 minutes after the guest leaves the room to clean, as this is life span the virus can live in the air. For cleaning linen, your employees should minimize their contact in the room to reduce risk.

Q: Will washing pillow covers suffice for killing the virus? Should furniture (like sofas) be steamed regularly, and if so, how often? Does steam kill the virus? Are there specific guidelines for disinfecting hot tubs?

A: The virus would not soak into the pillow, so washing the pillowcase is sufficient. The virus tends to live longer on hard surfaces like metals and woods. Employees should focus more on cleaning common surfaces like countertops.

Q: Bed and breakfast operations: What about shared washrooms and showers?

A: Think about what protocols you could you put in place that controls the flow of people entering shared washroom and showers such as floor and wall signage. Increase the frequency of your cleaning protocols in between groups of people using the washroom.

Q: Are there other specific guidelines for B&B guidelines?

A: The guidelines for Bed and Breakfasts will be finalized shortly and will be available on TourismStrong.ca.

Q: [Can playgrounds stay open?](#)

A: Originally, the protocols were focussed on municipal playgrounds that involved larger families. Dr. Strang doesn't have an issue with private playgrounds opening to operate, as long as guests are informed to try to maintain 6 feet distance between others.

Q: [How long should we wait between use times for life jackets and other safety equipment?](#)

A: Before guests put on a floatation device (wet suit, flotation device) they should wash their hands (before and after use). The virus is not likely to persist beyond a few hours within an outdoor setting and with water present.

Q: [Should we have guests sign a document to ensure they will follow protocols?](#)

A: During registration, there should be a reminder that guests who do not feel well should not follow through on their reservation. This is a simple way to screen people to ensure those who are sick are staying away from others.

Also, accommodation operations should keep a registry or logbook of their guests. This is helpful for the Public Health Agency of Canada and ensures rapid and efficient follow-up. If there is a COVID-19 positive individual, the process for the Public Health Agency of Canada is to interview this person and ask where they were when they were infectious to others, who else they were in contact with, and then the Agency would contact those people. If a guest was sick who was at the hotel, Public Health would want to know the meetings they attended, rooms they were at, the cleaning person within their room, for example. This facilitates the public health follow-up.

Q: [If someone is staying at an accommodation during their 14-day quarantine, how does management control their access if the guest is breaking the isolation protocol?](#)

A: There should be people on site that are managing this. However, someone who is isolating shouldn't necessarily be at a hotel; they should be isolating where they are currently living. In some cases, there have been exceptions. If someone is breaking the public health act, then the local authorities should take over.