

ENHANCED INDUSTRY-WIDE BED & BREAKFAST CLEANING STANDARDS

in response to COVID-19



All member properties of the NSBBA must meet high quality standards of cleanliness and hospitality. All properties are quality assessed on regular basis and, in addition, each property adheres to the Association's published "Code of Conduct" to ensure our guests have a quality experience.



BACKGROUND & CONTEXT

The [Nova Scotia Bed & Breakfast Association](#) (NSBBA) has a lengthy history of providing quality guest accommodations combined with personal service and hospitality in private home settings.

While NSBBA members abide by a strict service and cleanliness Code of Conduct, given the impact of the COVID-19 pandemic, the Association has developed the following protocols to assist in strengthening their knowledge and operating practices.

Operators are advised to keep updated regarding current requirements based on the Nova Scotia Public Health Department to support a safe and secure reopening. This is a living document, which means as Government restrictions and Public Health guidelines evolve, this document will also evolve to reflect new Government advice and changes to protocols when they emerge.

Wherein this document refers to all B&B operators and employees, it is considered to be in reference to the owner(s) of the property where there are no employees. Given the personalised nature of B&Bs, considerations will have to be given to shared living areas, and adhering to physical distancing.

Clean it Right

As one element of their reopening plans, NSBBA members commit to becoming Clean it Right designated businesses.

Clean It Right is a new training program and business designation offered through the Tourism Industry Association of Nova Scotia (TIANS) designed to provide awareness and education on cleaning your establishment. This new designation teaches cleaners and staff as to when, where and how frequent cleaning is required to provide a safe environment for customers and employees and has long-term benefits for your business. The commitment to a clean and safe environment will give your business a competitive edge both now and in the future.

Participating businesses that train all of their cleaning staff receive a window decal and electronic brand to demonstrate their commitment to a safe, clean environment for the traveling public.

Watch either [TourismStrong.ca](#) for the announcement or email training@tourism.ca to have your business registered to receive more details once available.

employee & guest health



Washing Hands & Hand Sanitizer

CDC guidelines shall govern the duty of all B&B operators and employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer dispensers shall include no less than 60% alcohol content, where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas.



Front of the House Signage

During all times in which the usage of masks is recommended by Public Health and/or other provincial health authorities, health and hygiene reminders shall be placed at high-traffic areas on property, indicating the proper way to wear, handle and dispose of masks.

View the [printable resources](#) about staying healthy and stopping the spread of COVID-19.



Employee & Guest Health Concerns

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the B&B property shall be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact 811 for further direction and assistance. At a minimum, B&B operators and employees shall follow Provincial Health guidelines for employers and businesses, including instructing employees to self-isolate for 14 days from the onset of symptoms.

Well-being checks of all employees, including physical temperature checks are recommended. Thermometers can be purchased through the certified Canadian Red Cross Training Partner in Nova Scotia, [LifeShield](#).



Case Notification

At minimum, confirmed cases of COVID-19 shall be immediately reported to [local health authorities](#).

employee's responsibilities



Hand Cleaning

All B&B operators and employees shall follow guidance regarding handwashing.

Employees should wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, before a shift and as needed throughout the shift. When possible, employees should wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with the Provincial Health guidelines, should be followed.



Personal Protective Equipment (PPE)

All efforts will be made to maintain physical distancing from guests. However, it is recognized that this practice may not be possible in some situations.

B&B operators and staff will wear a mask in situations where physical distancing is not possible and should employ other PPE, such as disposable gloves, when carrying out cleaning tasks.

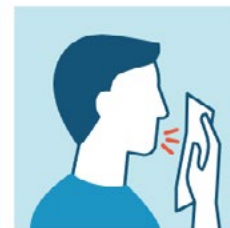
GENERAL ADVICE



WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC



DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS



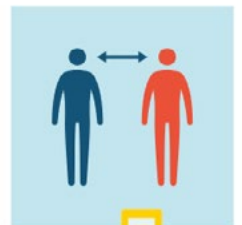
COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE FROM OTHERS

cleaning products & protocols

Cleaning products and protocols shall include [disinfectants recommended by the Public Health Agency of Canada](#) for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens.



Public Spaces & Communal Areas

Cleaning and disinfecting be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including: front desk check-in counters, door handles, public bathrooms, room keys and locks and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



Guest Rooms

Cleaning and disinfecting protocols will require particular attention to high touch, hard non-porous items: TV remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. Room cleaning frequency during a guest's stay may be altered based on guest requirements.



Laundry

Linens, towels and laundry be washed in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility. Do not shake dirty laundry; this minimizes the possibility of dispersing droplets. Clean and disinfect hampers or other carts for transporting laundry.



Back of the House

Cleaning and disinfecting of all high touch areas shall occur in accordance with [Public Health](#) guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible.



Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting process. View the [Room Recovery Safety steps](#).



Shared Equipment

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.



Food & Beverage

Food and beverage service shall respect social distancing requirements and minimize dining items for increased sanitation. Traditional room service, if offered, shall be replaced with a no-contact delivery method.

Traditional buffet service shall be limited, but, when offered, minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

physical distancing



Physical Distancing

As recommended by the Public Health guidelines, guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, furniture and other public seating areas will be reconfigured to promote social distancing.



Guest Rooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.



Check-In & Guest Services

Bed and Breakfast operators shall practice social distancing whenever applicable and possible. The use of technology to reduce direct contact with guests is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible.



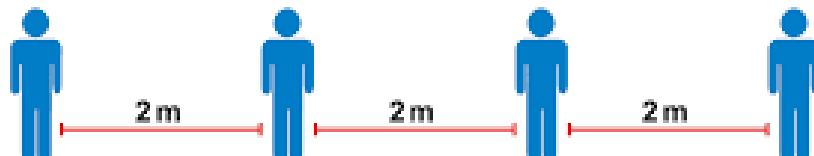
Back of the House

Physical distancing among all employees shall be practiced, unless they are part of the owner's household bubble.



Pools & Beaches

Seating shall allow at least six feet of separation between groups of guests. Bed and Breakfast operators shall follow the accepted [Hotel Association of Nova Scotia Pool and Fitness Centre Protocols](#).



contact

Bed and Breakfast operators, join your association today:

Developed by:

**Nova Scotia Bed and
Breakfast Association**

Larry MacCormack,
NSBBA President
Truro, NS
902.895.6141
tulipsthistle@eastlink.ca
www.nsbedandbreakfast.com

**The Tourism Industry
Association of Nova Scotia
(TIANS)**

Halifax, NS
902.423.4480 | 1.800.948.4267
icentral@tourism.ca
www.tians.org



Information adapted from the AHLA
Stay Safe Hotel Cleaning Standards

The information provided in this resource is intended for informational purposes only. All information contained herein is provided in good faith, however, TIANS makes no representation or guarantee of any kind, express or implied, regarding the accuracy, adequacy, validity or completeness of any of the content contained in this document.