



## COVID-19 RECOMMENDED PROTOCOL FOR GUEST OR EMPLOYEE WITH SUSPECTED ILLNESS HOTEL AND F&B OUTLETS

### OVERVIEW

---

The purpose of this document is to outline considerations for hotels or restaurants with suspected illness involving guests or associates in the context of the COVID-19 outbreak.

This guidance should be taken into consideration along with all direction and information from the Centers for Disease Control and Prevention (CDC), local health authorities and brand directives (where available). Any direction from the CDC or a local health authority published or shared after the publish date of this document should override the advice in this document.

EcoLab recommendations on appropriate cleaning chemicals and cleaning protocol [can be found here](#).

When in doubt, reach out to your VPO or [healthandsafety@sagehospitalitygroup.com](mailto:healthandsafety@sagehospitalitygroup.com) with questions. The health and wellbeing of our guests, associates and communities is of paramount importance.

### PROTOCOL FOR: A GUEST WHO DISCLOSES THEY ARE SELF-ISOLATING DUE TO TRAVEL HISTORY, IS ACTIVELY SELF-ISOLATING IN THE HOTEL, OR A SUSPECTED CASE OF COVID-19

---

When dealing with a guest who suspects they may have been exposed or is showing symptoms of COVID-19, be thoughtful and considerate to the situation that guest is in. Efforts should be made to isolate the guest from other guests and associates to minimize exposure and the chance for spread. Following their departure from the hotel or restaurant, a rigorous cleaning protocol should be followed to disinfect the guest room/dining room and high-traffic areas.

At the time of the writing of this document: A suspected case of COVID-19 will result in the paramedics or health authorities coming to the hotel/restaurant to take the guest to a healthcare facility. If a guest has contacted you about possibly having the disease, but they wish to check out or leave before medical professionals arrive, you must let them do so. You cannot hold someone with a suspected case against their will. If they do depart before receiving medical help, contact the local health authority for guidance and pass any relevant messages from them onto the guest if possible. If you are unsure of how to proceed, always contact your local health authority for guidance in case these protocols change.

The [symptoms of COVID-19](#) may appear 2-14 days after exposure, and are:

- Fever
- Cough
- Shortness of breath

When you learn of a guest who suspects they have COVID-19, or they are confirmed to have COVID-19, specifically advise the guest that:

- If they suspect they have the illness or if they are showing symptoms of the illness, they should immediately seek medical assistance; they may dial 911 for immediate emergency help. As noted above, a suspected case will trigger paramedics or other health authorities to come to your property to assist.
- The guest should notify the hotel/restaurant of any that they suspect they have the illness or have a confirmed diagnosis so that appropriate precautions and cleaning protocols can be implemented.



- For restaurants – attempt to isolate the guest away from other guests and associates while they wait for medical personnel to arrive.
- For hotel guests –
  - The guest should stay in their room and not visit any public spaces.
  - Notify the guest that during their stay they will not receive any cleaning or housekeeping services; fresh towels and necessities can be delivered to the guest and left outside their door for them to retrieve.
  - Ask the guest to please make all requests for services through the front desk via the phone as opposed to utilizing collateral like doorknob menus.
  - The guest should limit the coming and going of other guests or visitors for the duration of their stay.
  - They may receive all meals via room service at no extra charge. They should not visit the dining room or any dining facility for the remainder of their stay.
  - The guest should be asked to let the hotel know when they are ready to check out via phone and provide an update on their condition. Allow the guest to check out over the phone to avoid them coming to the desk and coming in contact with guests or associates.

## OPERATIONAL CONSIDERATIONS

### GENERAL

- When you become aware that you have a potential case of COVID-19 on property, encourage the guest to seek medical attention immediately by dialing 911 and making the dispatch aware that they suspect they have COVID-19.
- Should you become aware that the guest is seriously ill or their life is at risk, contact emergency services immediately by dialing 911 and outline their symptoms and status to the operator.
- Notify your VP of Operations immediately if you have a suspected or confirmed case on your property.
- Disposable gloves should be used whenever an associate comes into contact with an item the guest has handled. Ensure those responsible for the removal of the guest's waste, at minimum, wear disposable gloves. All associates should thoroughly wash hands after handling anything the guest has touched.
- Should there be any need for evacuation of the hotel during their stay, such as the sounding of the fire alarms, the guest in question should follow evacuation protocol and leave the room. Make arrangements with your team to isolate that guest from the rest of the guests at the assembly point.

### ROOM SERVICE

- Offer the guest room service at no additional charge for the duration of their stay.
- Room service should be taken to the room on a trolley. Do not enter the room. Ask the guest to retrieve their room service from the trolley. If a trolley is not available, the tray should be placed on the floor for the guest to retrieve.
- Meals should be served with disposable plates/containers, cups and cutlery.
- Nothing should be returned to the kitchen.
- Trays should remain in the room and be collected after the guest has departed. They should be deep cleaned in a dishwasher above 180°F (82°C) and thereafter cleaned with sanitizer.
- To avoid unnecessary close contact, do not ask the guest to sign anything.

### GUEST SERVICES

- Provide extra daily in-room amenities (i.e. shampoo, conditioner, soap, tea, coffee, etc.) to limit the need to make daily deliveries
- Leave fresh linens and additional amenities outside the guest's door.
- Provide several large waste bags for disposal of any trash. Guest should be informed to put their waste in those bags for the duration of their stay and leave them in the room. Do not place them in the hallway. The guest should work with the hotel for a coordinated time for pickup, or they should remain until the time that the guest has left the property.

### HOUSEKEEPING FOLLOWING CHECKOUT

- When the guest leaves, electronically key or double lock the room. No associates should be allowed into the room.
- While it is not mandatory to engage a third-party cleaner in this circumstance, it is an option to you. Please discuss with your VPO.



- If a routine cleaning of the room is determined to be the best course of action, a housekeeping lead, supervisor or manager should complete the initial cleaning of the room upon departure.
- Associates should wear appropriate PPE when cleaning the room (i.e. gloves, face mask if desired, etc.) when they come into contact with anything the guest has handled. They are at risk of picking up and spreading the virus from hard contact surfaces in rooms, on linens and on towels. Ensure that any associate that enters the room protect themselves by washing hands with soap and water or sanitizing gel immediately following the cleaning of each room. Training should be given to all associates so they understand the risks and best practices of keeping themselves safe.
- The HVAC filter should be changed, and the old filter bagged and disposed of properly. All vents and louvers should be wiped down and cleaned with disinfectants approved for this purpose. (Please consult with EcoLab if needed on appropriate chemicals.)
- Trash from the guest's room should not be placed with trash from other rooms, it should be taken immediately to the compactor.
- When cleaning the room:
  - All hand contact surfaces should be sanitized with a chemical that is effective against respiratory illness and bacteria (again, consult EcoLab). These surfaces include, but are not limited to:
    - Bed side tables
    - TV remote
    - Faucets/taps (sink & bath/shower)
    - Flush handles
    - Bathroom counters
    - Door handles (inside/out) and latches
    - Hairdryers
    - Mini bar/refrigerator handles
    - Coffee maker or kettle handle
    - Phone handset and keypad
    - Alarm clocks
    - Light switches and plates, including those on lamps
  - Any and all glassware and other dishes should be removed and washed in the dishwasher at 180°F (82°C)
  - Bedding should be bagged and removed from the room for cleaning. Ensure they are all bagged before leaving the room to limit possible spread.
  - Towels should all be bagged prior to removal from the room for transport to laundry.
  - Consider how to effectively clean and sanitize any decorative pillows and bedding items that guest may have had contact with.

## LAUNDRY

- All laundry, including uniforms, should be washed at temps above 140°F (60°C) or a laundry sanitizing agent should be used.

## RESTAURANT/DINING ROOM

- Course or action for cleaning the restaurant, outlet, or potentially infected areas should be determined. Areas should be cleaned with an anti-viral solution, officially approved for this purpose, with a particular focus on sanitizing had contact surfaces such as door handle, tables, chairs, check folios, pens, etc. Please consult with the VPO regarding a full closure, guest communication or associate communication to determine best course of action, including alerting local health agencies.

## **PROTOCOL FOR: AN ASSOCIATE WHO BELIEVES THEY MAY HAVE CONTRACTED COVID-19 OR IS SUSPECTED OF HAVING COVID-19**

---

The [symptoms of COVID-19](#) may appear 2-14 days after exposure, and are:

- Fever
- Cough
- Shortness of breath



If an associate is showing symptoms of COVID-19, or they alert you that they suspect they may have contracted the illness:

- If the associate has recently returned from an affected area in the last 14 days or knows they have been in close contact with someone with a confirmed case of COVID-19, they should be placed in a room where they are isolated from other staff and you should seek immediate, emergency medical assistance.
- If they are showing all symptoms of the illness, but have not been to an affected area in the last 14 days or knowingly had immediate contact with someone with the disease, you should encourage the associate to go home and seek medical attention, [following direction from the CDC on what to do if you are sick](#). If that associate is confirmed to have COVID-19, they should stay home and follow guidance from medical professionals on self-isolation at home.
- If the associate is unwell, but perhaps only has a cough, you should follow usual protocol for sick employees.

Should any of your associates be confirmed to have the illness, you should follow the stringent cleaning and disinfection protocol as noted above in the guest section.

Do not require a healthcare provider's note for employees who are sick with acute respiratory illness to validate their illness or to return to work, as healthcare provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely way.

As always, encourage associates to follow good hygiene protocols.

- Regularly and thoroughly clean your hands with an alcohol-based hand sanitizer or wash them with soap and water for 20 seconds.
- Avoid touching your eyes, nose and mouth
- Maintain at least a 3-foot distance between yourself and anyone who is coughing or sneezing.
- Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.