



# Re-Opening Hospitality

Post COVID-19



# How Re-Opening Will Happen Post-COVID-19

In part of reducing infection spread, governments are expecting businesses to take certain precautions as they begin to re-open. Governments want to speed up the pace of economic, educational, and community recovery while also protecting public health. As you come to understand best re-opening practices, it is important to keep in mind the following goals in re-opening.

- ✓ **SAFETY FIRST:** re-opening will be done safety and securely to protect vulnerable residents, continue physical distancing, and provide clear rules for businesses deemed safe to re-open.
- ✓ **SCIENCE-DRIVEN:** re-opening will rely on scientifically validated public health interventions. Testing, tracing, field studies, and public health guidance will be used to contain infection.
- ✓ **CHOICE:** businesses within sectors cleared for re-opening can decide when they will re-open. When they do, they must comply with regulations to protect employees and customers.
- ✓ **DYNAMIC:** expect re-opening plans to be adaptive and responsive to real-time concerns such as infection spread or public health guidance.
- ✓ **PREPARED:** governments will work closely with health care systems to ensure PPE is secured and bed and ventilator capacities are regularly assessed to ensure an optimal standard of care.

# Anticipated Rules for Re-Opening

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What Business will be Allowed to Re-Open

How Business will need to Operate

# What Businesses Will Be Allowed To Re-Open

Be sure to check the rules for your regional governments, but primarily all governments are taking in the following considerations for re-opening the economy:

- ✓ **Staggering industries re-opening** to reduce the risk of a spike in cases and confirm it is safe to continue.
- ✓ **Assessing the risk of transmission for employees and customers** given the nature of a business's work and prioritizing businesses that have lower transmission risks.
- ✓ **Transmission risk is defined as contact intensity and adaptation potential of the business.** Businesses will be assessed on the contact proximity, contact length, and frequency of contact in the workplace, in addition to how able a business is to socially distance and sanitize as per regulations.
- ✓ **Assessing regional economic health** associated with number of employed individuals, GDP impacts, and impact on small businesses to recover from economic closure.

# What Businesses Will Be Allowed To Re-Open

The complete list of businesses being allowed to re-open and re-opening dates will vary region to region, but below are common businesses that are being approved to re-open in the coming days.

ALREADY OPEN	Hospitals Utilities Waste Management	Essential retail Grocery stores Takeout restaurants	Construction Government services Transportation
REGION SPECIFIC DATES	Dine-in restaurants (limited capacity) Personal services (e.g. hair salons) Outdoor recreation	Schools Childcare Offices Museums Zoos	Remaining retail Non-essential businesses
FUTURE RE-OPENING	TBD		

# How Businesses Will Need To Operate



While specifics may vary, many governments are recommending that:

- ☑ Businesses enforce capacity limits as much as 50% or less.
- ☑ Strict cleaning and disinfection protocols are developed and enforced in all settings.
- ☑ People in high-risk groups should continue to stay safe and at home.
- ☑ Facemasks should always be worn in public.
- ☑ Social gatherings will be limited, with gatherings more than 5 to 50 people being prohibited, depending on regional legislation.

As improvements in public health and favorable research occurs, you can expect governments will gradually loosen safeguards. However, many governments are anticipating this new wave of safeguards to last several months, up to September 2020.

# Re-Opening Hospitality Safely in COVID-19

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Overview

Controlling the Risk of COVID-19 Exposure – All Hospitality Sectors

Controlling the Risk of COVID-19 Exposure – For Specific Hospitality Sectors

Resolving Concerns about Unsafe Work

# Overview

The hospitality sector has been operating under a limited capacity during the COVID-19 pandemic. As businesses begin to reopen, numerous governing authorities have introduced new guidance and obligations for safely increasing economic activity. Hospitality is no different.

While these rules are meant to make re-opening as safe as possible, the risks cannot be fully eliminated. Employees need to be fully aware of potential risks before returning to work. **Where possible, employees are encouraged to continue working from home.** Likewise, employees who are high-risk (over the age of 65 or with other health conditions) should not return to work.

In some regions, employers are being required to create safety plans. These safety plans must assess risks of exposure and institute protocols accordingly. While a formal plan may not be required to operate immediately, expectations are that a safety plan is posted at every worksite for inspection as soon as possible. Consult your regional authority for your deadlines.

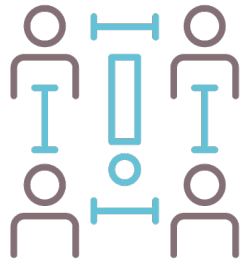
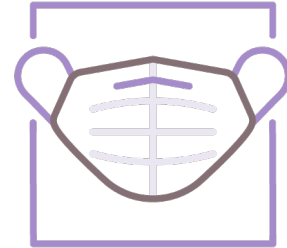
The following slides will discuss ways to control the risk of exposure in all hospitality sectors and in specific sectors to assist in preserving the health of your workplace.



# Controlling the Risk of COVID-19 Exposure – All Hospitality Sectors

## Reducing the Spread

Require that anyone with symptoms of COVID-19 (e.g. sore throat, fever, sneezing, coughing, headache, loss of taste or smell) to self-isolate at home for 10 days.

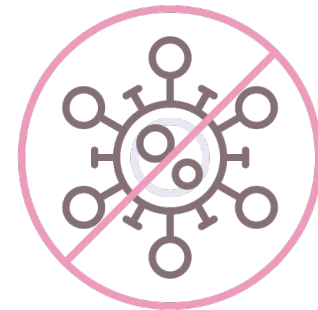


## Increase Distancing

Encourage physical distancing by staggering shifts and breaks, modifying in-person meetings, directing the flow of staff and customers with floor arrows, and installing barriers where 2m/6ft of distance cannot be achieved.

## Improve Cleaning Practices

Develop cleaning strategies to reduce surface transmission. Some strategies include removing shared items, regularly cleaning high-contact areas, regularly cleaning all shared spaces, and supplying workers with protective equipment.



# Controlling the Risk of COVID-19 Exposure – For Specific Hospitality Sectors



## Restaurants and Bars

As restaurants begin to re-open, there are a variety of prevention measures that can be taken. Some examples include restructuring wait areas, using menu boards in place of menus, limiting table sizes, restricting total capacity to 50%, and eliminating the use of shared condiments and spices. Be sure to consult your governing authority for additional recommendations and requirements.

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## Food Delivery

Adjust food delivery practices to maintain physical distancing. This can be done by dropping orders off at the door, avoiding in-person signatures where possible, disinfecting high touch points (e.g. carts, door handles, steering wheels, seats, elevator buttons, garbage handles, phones, handrails, etc.), and supplying workers with protective gloves that are regularly changed.



# Controlling the Risk of COVID-19 Exposure – For Specific Hospitality Sectors

## Recommended Kitchen Worker Practices

- ☑ Establish separations via distancing or physical (non-porous) barriers between workspaces.
- ☑ Consider designating workers into cohorts that work together and do not interact with other cohorts.
- ☑ Restrict access into the food preparation area from deliveries, customers, and other staff. Create an area outside of the kitchen for unpacking.
- ☑ Where possible, cooks and chefs should use their own high-use tools, such as knives.
- ☑ Frequently clean high touch equipment.
- ☑ Create directional arrows on the floor to direct people and reduce interaction between areas.



# Controlling the Risk of COVID-19 Exposure – For Specific Hospitality Sectors



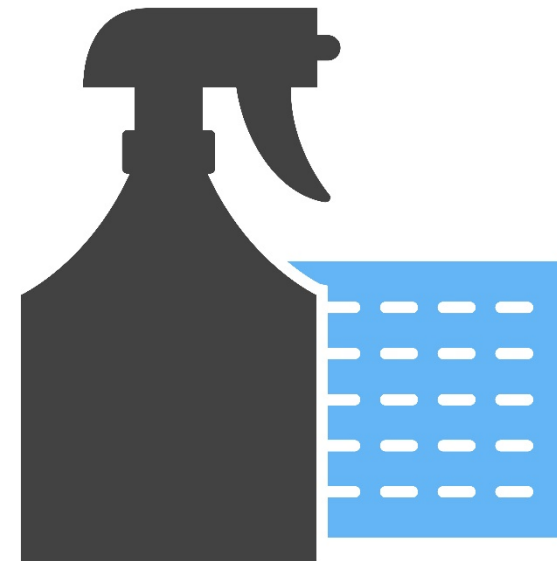
## Hotels, Motels, Hostels, Inns, and Other Travel Accommodation

- ☑ Encourage staff to avoid touching personal items of guests, such as luggage.
- ☑ Install physical barriers at reception desks.
- ☑ Install floor decals to encourage social distancing in waiting areas.
- ☑ Regularly wash your hands for at least 20 seconds or use hand sanitizer with at least 60% alcohol content.
- ☑ Staff should wear clean clothing that is specific to the job and is only worn on the job. Staff should change after each shift and place work clothing in a bag to get laundered.
- ☑ Close ice and vending machines.
- ☑ Support self-isolated guests with food delivery and prescription delivery options, where possible.

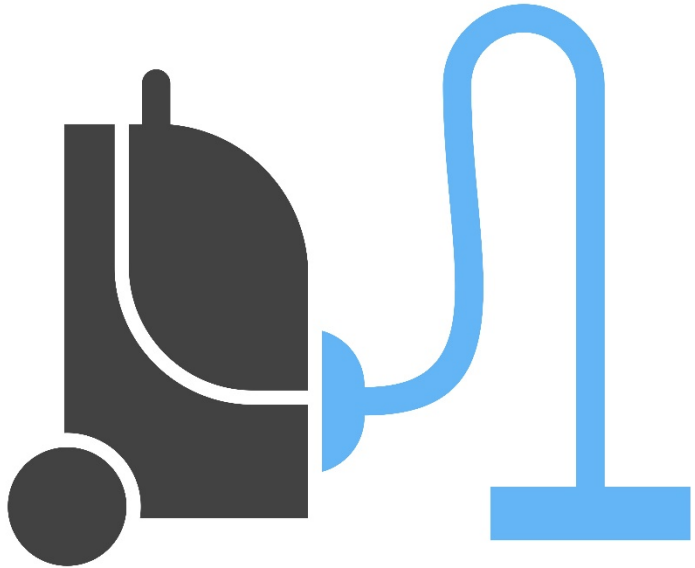
# Controlling the Risk of COVID-19 Exposure – For Specific Hospitality Sectors

## Hotels, Motels, Hostels, Inns, and Other Travel Accommodation – 2

- ☑ Use a disinfectant that has a Drug Identification Number (DIN) and follow its instructions for dilution, contact time, and safe use.
- ☑ Do NOT provide housekeeping service to guest rooms during their stay.
- ☑ Leave fresh linens, toiletries, and cleaning supplies outside guest rooms and do so at a frequency which keeps good hygiene.
- ☑ Give guests bags for putting dirty linens and waste in for hallway pickup.
- ☑ Avoid shaking laundry to prevent air spread.
- ☑ To ensure there is sufficient air exchange, staff should wait 3 hours after a guest has left to do housekeeping.



# Controlling the Risk of COVID-19 Exposure – For Specific Hospitality Sectors



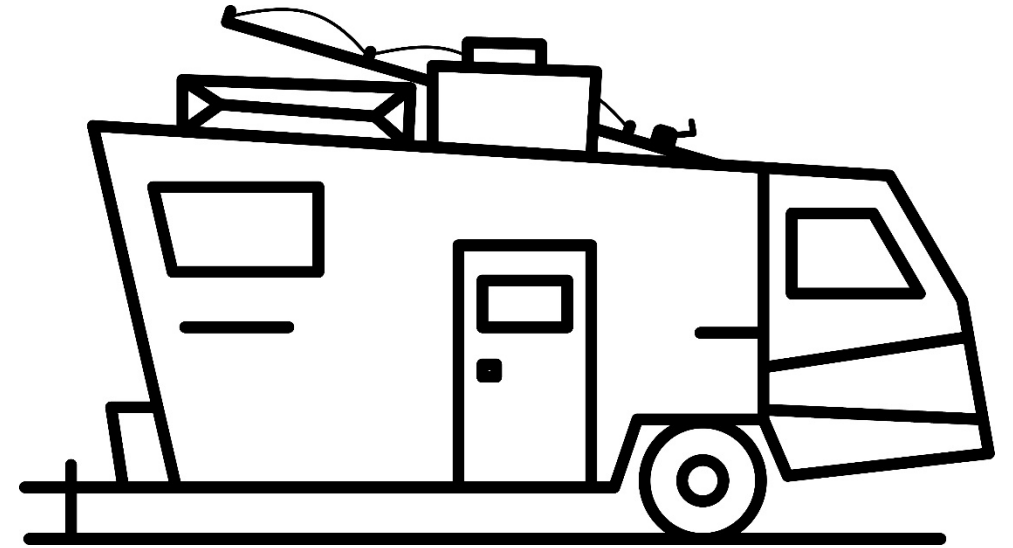
## Hotels, Motels, Hostels, Inns, and Other Travel Accommodation – 3

- ☑ Where possible, designate a person or small team to handle waste.
- ☑ Supply disposable gloves for activities like housekeeping, waste management, and dirty laundry, and ensure gloves are NEVER used for multiple purposes.
- ☑ Clean and disinfect hampers as recommended by the manufacturer or consider installing a liner that can be laundered.
- ☑ Only use vacuums with exhaust filters for carpeted areas. If the vacuum does not have an exhaust filter, do NOT use it.
- ☑ Wash and dry all laundry according to manufacturer instructions. Use the warmest possible water settings and dry thoroughly.

# Controlling the Risk of COVID-19 Exposure – For Specific Hospitality Sectors

## Outdoor RV Parks

- ☑ Reduce the amount of available campsites to increase spacing.
- ☑ Utilize online booking and prepayment to increase physical distancing for on-site staff.
- ☑ Close common areas like communal fire pits, hot tubs, play areas, offices, showers and bathrooms (many RVs have a shower and bathroom).
- ☑ Where appropriate, use disposable gloves instead of work gloves for tasks.
- ☑ Post signage for customers on hygiene practices and physical distancing to ensure everyone's safety.



# Resolving Concerns about Unsafe Work



For many jurisdictions and positions, workers have the right to refuse work they believe to present an undue hazard. An undue hazard is something that is “unwarranted, inappropriate, excessive, or disproportionate.” During COVID-19, examples of such hazards include increased risk of exposure and a lack of adequate controls.

If an employee refuses work and the matter is not resolved, both the employee and supervisor or employer must contact the regional work-governing authority. Afterwards, a prevention officer or governing agent can consult the situation and issue orders, as necessary.



