

Hotel Best Practice:

What to do if an employee attendee becomes ill and/or believes they have been exposed to Coronavirus (COVID-19)



OWNER
ADVISORY
GROUP

Hotel Advisory & Asset Management Services

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I. Purpose & Requirements

To provide the operating processes and procedures to follow in the event that an employee shows signs of an illness while at work and/or believes they were exposed to Coronavirus (COVID-19). Inform employees of the measures that should be taken to minimize contact with the employee.

II. Share with all necessary departments the expectations regarding a suspected case

- a) Property leadership should contact local health officials to report the suspected case and ask for assistance.
- b) General Manager should notify ownership and VP of Operations.
- c) Identify a room or area where the employee can be isolated.
- d) Review the procedures with all necessary parties.
- e) Share the FAQ's provided which contain accurate information on the virus, and preventative measures that can be taken by employees.

III. Share with the Employee the following

- a) If they do not feel well, or if they suspect they have been exposed, advise the employee to contact their healthcare provider.
- b) While the employee is in the hotel, they must remain in the room you have identified for isolation.
- c) While they wait for assistance/guidance from healthcare providers, they should avoid touching people, surfaces and objects, and be advised to cover their mouth and nose with a disposable tissue when they cough or sneeze and put the tissue in a bag or pocket.
- d) Inform the employee that they must follow all directions from the local health officials.
- e) Let the employee know that they will be required to self-isolate for 14 days. During that time, they may take their PTO.
- f) Employees may be permitted to work from home should work be available.
- g) Before returning to work, employee must provide a doctor's note, with a clearance to return to work.
- h) Remember to empathetic and express care to employee to help keep matters calm.

IV. Housekeeping and trash removal

- a) Ensure that the employees who are responsible for removal of trash at minimum wear disposable gloves. Trash should not be placed in common trash gathering areas, but rather brought directly to the hotel's trash compactor.

V. After the Employee's departure

- a) Determine whether protocols for a potential coronavirus outbreak should be followed, as appropriate.
- b) Please discuss with your Operational VP engaging outside cleaners.
- c) Remember to use disposable gloves whenever you are in contact with an item the employee may have handled.
- d) Ensure the HVAC unit filter for the room is changed.