

Hotel Best Practice:

What to do if an employee is confirmed positive for COVID-19



OWNER
ADVISORY
GROUP

Hotel Advisory & Asset Management Services

Erik Johnson
Vice President of Asset Mgmt.
(678) 513-0936
erik@hoteloag.com
www.BenchmarkOAG.com

I. Purpose & Requirements

To provide the operating processes and procedures to follow in the event that an employee has been confirmed positive for Coronavirus (COVID-19). Inform employees of the actions and precautions that should be taken.

II. Share with all necessary departments the expectations regarding the confirmed positive case

- a) Property leadership should reach out to health officials to report the case, if they have not been contacted already. Local health officials or government representatives will reach out to discuss the case, identify people who have been in contact with the employee, and advise on actions or precautions that should be taken.
- b) General Manager should notify ownership and VP of Operations.
- c) Review the procedures with all necessary parties. Share with your VP of Operations all advice and actions provided by the local health officials. Consider engaging outside cleaners.
- d) Share the FAQ's provided which contain accurate information on the virus, and preventative measures that can be taken by employees.

III. Share the following information with those who have had contact with the Employee who has been confirmed positive for COVID-19

- a) Inform them that they have likely been in contact with an individual who has tested positive for the virus.
- b) If they do not feel well, they should contact their health care provider.
- c) Inform them that local health officials will provide the relevant employees with advice. This includes anyone who has had face to face or touching contact, talking with or being coughed or sneezed on while the employee was symptomatic, anyone who cleaned up bodily fluid, close friendship and work groups and any employee living in the same household.
- d) Those that have had close contact (as described above) will be required to self-isolate for 14 days. They may take PTO over the self-isolation period.
- e) Health officials will monitor the individuals under self-isolation. Should they become symptomatic or feel unwell they will be tested for COVID-19 and if positive will be treated for the virus.
- f) Remember to empathetic and express care to employee to help keep matters calm.

IV. Share with those who have not had contact with the Employee who was confirmed positive for COVID-19

- a) If employees have not had contact with the employee who has been confirmed positive, they do not need to take precautions and can continue to attend work.
- b) You may inform these employees that a co-worker has tested positive for the virus,
- c) Reinforce the Employee FAQ's
- d) Discuss specific advice and direction provided by local health officials.