

Hotel Best Practice:

What to do if a guest or event attendee becomes ill and believes they have been exposed to Coronavirus (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 a guest has become ill and/or believes they were exposed to Coronavirus (COVID-19).

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) If the guest is seriously ill, or their life is at risk, contact emergency services
- c) General Manager should notify ownership and VP of Operations.
- d) While the hotel waits for advice or for an ambulance to arrive, identify a room or area where the guest can be isolated behind a door that can be shut. If it is possible, open a window for ventilation. The room should be equipped with the supplies for handwashing. If the individual needs to go to the bathroom, they should use a separate one if available. (please refer to the self-isolating procedure for any guests who have checked in to the hotel).
- e) Persons who are ill may be provided with a mask.
- f) Review the procedures with all necessary parties.
- g) 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 Guest the following

- a) If they do not feel well, or if they suspect they have been exposed, to contact their health care provider.
- b) While the guest 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) Remember to empathetic and express care to guest to help keep matters calm.

IV. Room Service

- a) Pack all food deliveries using disposable paper/plastic containers.
- b) Leave all food and beverages ordered through hotel room service at the guest's door for pick up by the guest.
- c) Provide the guest with the standard complimentary amenities and nonperishable type food items to limit the need to make numerous daily deliveries.

V. Housekeeping and Trash Removal

- a) Ensure those 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.

VI. After the Guests Departure

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