



BEST PRACTICES FOR ACCOMMODATION AND RESTAURANTS

June, 2020

ACCOMMODATION:

- **Hotel Reception, Room Service & Front Line Staff**
[Workplace Safety & Prevention Services](#) These are the best practices to keep hotel reception, room service and front line staff safe.
 - **Recognize and Assess:** Take a look at where you might minimize risks within your workplace. Consult public health information to learn the symptoms of COVID-19 infection. Recognize and report these hazards and use appropriate controls.
 - **Controls:** Consider cashless payment. Minimise customer contact, including contact greetings. Limit the number of people in a workspace at one time. Consider barriers and ventilation. Increase cleaning frequency and handwashing. Keep up with public health updates. Good communication of best practices to employees. Screening of customers and workers. Consider PPE.
 - **Evaluation:** Review your preventative measures on an ongoing basis, and adjust them if they are not working well enough or causing other issues with your work.
- **Housekeeping & Laundry**
[Workplace Safety & Prevention Services](#) These are the best practices to keep employees working in housekeeping and laundry safe.
 - **Recognize hazards and assess risks:** Workers here may have contact with customers and surfaces including linens, money, food, furniture and fixtures. The employer should try to minimize the risks within the workplace.
 - **Controls:** Are there tasks that can be minimized or eliminated? For example, vacuum instead of sweep, and wet wipe instead of dry dust. Use the correct



concentration of cleaning agents. Improve ventilation. Respect physical distancing. Consider floor markings. Consider job rotations. Do not shake dirty laundry and launder in the warmest water possible. Clean and disinfect hampers. Increase cleaning frequency including staff rooms. Use good handwashing techniques. Consider PPE.

- **Evaluation:** Review your preventative measures on an ongoing basis, and adjust them if they are not working well enough or causing other issues with your work.

Additional resources:

- [Frequently Asked Questions from the Hotel Association of Canada](#)
- [Hotel Association of Canada: Information from Health Authorities and Trusted Source](#)

RESTAURANTS:

- **Food Retail:**

[Workplace Safety and Prevention Services](#) This site sets out guidance on health and safety for the food retail sector during COVID-19. Under Ontario law, employers have the duty to keep workers and work sites safe and free of hazards. Workers have the right to refuse unsafe work. The best practices to recognizing and preventing the spread of infection are:

- **Recognize and Assess:** What are the symptoms of COVID 19? How is it passed on to others? What the employee should do if they have symptoms and who they should contact.
- **Controls:** A list of options for protecting food retail workers from exposure to COVID-19, including hand washing and sanitization of the workplace. Limiting the numbers of employees in a space. Screening. Implement procedures for reporting illness. Consider the use of Personal Protective Equipment (PPE).
- **Evaluate:** Looking at what has been put in place and be willing to change what isn't working. Can adjustments and improvements be made?

- **Curbside Pickup and Delivery:**

[Workplace Safety and Prevention Services](#) This covers the best practices for safety in curbside pickup and delivery services during COVID-19.



- **Recognize hazards and assess risks:** Reduce contact with surfaces and customers. Minimize risk by accepting credit and debit cards only. Consult with public health for information to learn the symptoms. Recognize and report these hazards and use appropriate controls. Ensure that you or your co-workers stay home if you or they have symptoms.
- **Controls:** These are a list of options to protect yourself from the hazards. These cover such things as online ordering and online payment. Limiting contact with the customer. Designated pick up areas for customers. Increase in hand sanitizing frequency and keeping updated on public health advisories. Screening workers regularly for health issues.
- **Evaluation:** Review preventative measures on an ongoing basis, and adjust them if they are not working well enough or causing other issues. For example, are people doing what they've been asked to do? If not, what is preventing them from doing so? Can you make adjustments and improve?
- **Restaurant Servers, Cooks and Dishwashers:**
 - **Workplace Safety and Services** [This link covers best practices to keeping servers, cooks and dishwashers safe during the pandemic.](#)
 - **Recognize the Hazards and Assess the Risks:** Take a look at where you might minimize those risks within your workplace.
 - **Controls:** Consider cashless transactions. Minimize contact with customers. Control the number of people in the workplace at one time. Use barriers. Improve ventilation and increase cleaning frequency. Consider job rotation. Increase handwashing frequency. Communication of best practices to employees. Consider PPE.
 - **Evaluation:** Review your preventative measures on an ongoing basis, and adjust them if they are not working well enough or causing other issues with your work.

Additional Resources:

- [Restaurants Canada's COVID 19 Rapid Recovery Guide](#)
- [Restaurants Canada's Navigating COVID-19: Guides, webinars and partner resources](#)