



# Information for Hotel & Lodging Employees & Associates

## What is it?

A virus is a microscopic biological agent that reproduces inside the cells of a living host. Coronaviruses can cause illness similar to common colds, or much more serious diseases. The COVID-19 virus is a new, respiratory illness that can spread from person-to-person. As of Mar. 1, it impacted people in 50 countries. On that day, there were 71 confirmed cases in the U.S., compared to 79,828 in China, 3,736 in South Korea, 1,694 in Italy and 978 in Iran.

Coronavirus is a serious situation, but businesses should note that according to the Centers for Disease Control, as of Feb. 22, 2020, more than 32 million Americans had been infected with seasonal flu, and 18,000 people have died in the flu season beginning in October.

## Important in hotel & lodging environments

It is critical for cleaning and maintenance procedures to be strictly followed to help prevent the spread of all illnesses. Staff who are sick or have been at high risk of exposure should remain isolated at home. Employees must inform employers if they develop any symptoms.

The risk of hotel guests who may be infected staying in a particular hotel is currently extremely low. Information is available to provide guests to help them avoid spreading the virus.

Housekeeping & maintenance teams should avoid close contact with guests who have self-isolated. They should wear gloves while cleaning, and use alcohol hand rub before and after wearing gloves.

Before entering the room, cleaning staff may inquire if people are well, and ask them to put on a surgical mask, if available. If a guest develops symptoms, they should remain isolated and the hotel should notify their public health agency. See list at [ohiolodging.com/COVID19](http://ohiolodging.com/COVID19)

Do not consider people of Asian decent more likely to have COVID-19. This is a worldwide problem.

## Help Prevent Spreading



- **WASH** your hands frequently with soap and water for at least 20 seconds — before and after eating, and after going to the toilet, and use sanitizer that contains 60-95% alcohol

- **COVER** your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitizer

- **AVOID** physical contact with others (touching, kissing, hugging, and other intimate contact)



- **AVOID** touching your eyes, nose, and mouth

- **CLEAN & DISINFECT** frequently-touched objects and surfaces

- **STAY AT HOME** when sick



- **PROVIDE** guests napkins or tissues to use when they cough or sneeze, hand sanitizer, bathrooms with full soap dispensers, and clean/sanitize frequently-touched surfaces

- **See Infection Prevention information at [www.ohiolodging.com/COVID19](http://www.ohiolodging.com/COVID19)**

If a guest or employee has a bodily fluid event (vomit or diarrhea):

- Employees who are cleaning the area should use Personal Protective Equipment (PPE)
- Block the area that has been contaminated
- Dispose of any food that has been exposed
- Ensure any utensils or surfaces that have been exposed are cleaned and sanitized
- Clean and sanitize the area including the floor, walls and any other objects contaminated by the incident
- Properly dispose any equipment that was used to clean up the area

*See Q&A and business/travel considerations on reverse*

**FOR MORE INFORMATION** See links with daily updated information at [www.ohiolodging.com/COVID19](http://www.ohiolodging.com/COVID19)  
Contact Ohio Hotel & Lodging Association at 614-461-6462 or [info@ohla.org](mailto:info@ohla.org)



# Information for Hotel & Lodging Employees & Associates

## Hotel business and travel concerns

**Cancellations.** Many hotel brands are waiving cancellation fees for certain guests. Be sure to check current policies with your brands, if applicable. Also check with corporate contacts regarding any specific local policies as the situation changes.

**Travel and event insurance.** Some insurance may cover cancellations due to coronavirus, but this varies by circumstances, insurance policy, and carrier. Refer guests to their insurance policy and carrier if they have their own coverage. Some guests' credit card companies may also provide benefits. OHLA provides an event insurance option for your clients. Contact OHLA for info.

**Force majeure.** Some events may seek exemptions from the cancellation policies and fees in their contracts through the "force majeure" provision. In such circumstances, the canceling event must prove that COVID-19 qualifies as force majeure, and that the outbreak impacted the event performance in such a way as required in the provision, such as impossible, illegal, or commercially impracticable.

**Self-Isolation/Quarantine in Hotels.** Before entering the room, cleaning staff may inquire if people are well, and ask them to put on a surgical mask, if available. If a guest develops symptoms, they should remain isolated and the hotel should notify their public health agency.

The [AHLA resource guidebook available here](#) has some detail about isolation/quarantine.

CDC [information on precautions to use in an isolation/quarantine environment](#). See "Adhere to Standard and Transmission-Based Precautions" and subsequent sections.

## Q&A

### Q: How does it spread?

A: Direct contact with an infected person, contact with droplets when a person with a confirmed infection coughs or sneezes, or touching objects or surfaces that are contaminated (including door handles, tables, etc.) and then touching your mouth or face.

### Q: What are the symptoms?

A: Symptoms that may appear 2-14 days after exposure include FEVER, COUGH, SORE THROAT, SHORTNESS OF BREATH and FATIGUE.

### Q: If you suspect you are sick, should you work?

A: DO NOT go to work, but call in. Do not go out in public except for medical care. See medical information at [ohiolodging.com/COVID19](http://ohiolodging.com/COVID19)

### Q: How will COVID-19 be reported if it does occur?

A: The Ohio Dept. of Health has declared COVID-19 an immediately reportable disease. Those required to report to local health districts include physicians providing care, administrators in charge of hospitals, clinics or other institutions providing care or treatment, laboratory administrators, or any individual having knowledge of a person with COVID-19. The key is to get medical attention, and the illness will be reported.

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