

	Directive: D3-2020
Approving Commercial Accommodations for the Purpose of Isolation and Quarantine Under Sections 33(1) and (2) of the <i>Public Health Act</i>	Effective Date: Upon signing
	Issuer: Chief Medical Officer of Health

TO: Alberta Health Services and Medical Officers of Health

Whereas pursuant to section 14(1)(d) of the *Public Health Act* (Act), I, Dr. Deena Hinshaw, Chief Medical Officer of Health, have the authority to give directions to the regional health authority, medical officers of health and executive officers in the exercise of their powers and the carrying out of their responsibilities under the Act;

Whereas the Lieutenant Governor in Council made Order in Council 080/2020 under section 52.1(1) of the Act on March 17, 2020 declaring a state of public health emergency in Alberta due to pandemic COVID-19 and the significant likelihood of pandemic influenza;

Whereas Ministerial Order (M.O.) 608/2020 dated March 20, 2020 orders, among other things, that the provisions of the Act relating to communicable diseases apply to COVID-19 and deems COVID-19 to be a pandemic influenza within Schedule 4 of the *Communicable Diseases Regulation* (the Regulation);

Whereas I made Record of Decision - CMOH Order 05-2020 on March 25, 2020 requiring the isolation or quarantine of certain persons to lessen the impact of the public health emergency, with isolation and quarantine defined in that Order to include a restriction that such persons remain at home;

Whereas under section 33(1) of the Act, where a person infected with a communicable disease requires isolation or quarantine as prescribed in the regulations, the person shall be isolated or quarantined in a hospital or other place approved for the purpose by a medical officer of health;

Whereas under section 33(2) of the Act, no person who is suffering from a communicable disease for which isolation or quarantine is required under the regulations shall remain or be permitted to remain in any public place, other than a hospital or other place approved under subsection 33(1), unless a medical officer of health is satisfied that the presence of the person in the public place would involve no risk to the public health;

Whereas a "public place" is defined in section 1(ii)(viii) the Act to include accommodation facilities, including all rental accommodation;

Whereas M.O. 612/2020 dated March 25, 2020 provides, among other things, that the application of section 33 of the Act is modified so that references to "person infected

with a communicable disease” and “person who is suffering from a communicable disease” are read to include certain defined persons; and

Whereas Schedule 4 of the Regulation, in relation to pandemic influenza, requires the following:

Isolation Procedures

3 The medical officer of health shall ensure that isolation procedures are carried out in accordance with directions from the Chief Medical Officer [of Health].

Quarantine

4 The medical officer of health shall ensure that contacts are quarantined in accordance with directions from the Chief Medical Officer [of Health].

Therefore, in accordance with section 14(1)(d) of the Act, I hereby give the following directions to Alberta Health Services and medical officers of health:

1. The terms isolation and quarantine used in this Directive have the same meanings as in Record of Decision - CMOH Order 05-2020.
2. For the purposes of this Directive, a “commercial accommodation” is defined as a short term rental accommodation established primarily for the purpose of providing lodging and that may provide one or more related services, such as food and beverage services, room service, telephone service or laundry services, including:
 - (a) a hotel;
 - (b) a motel; and
 - (c) an inn

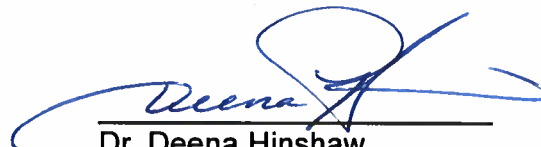
but does not include a “work camp” as defined in the *Work Camps Regulation* under the Act.

3. Under section 33(1) of the Act, a medical officer of health may approve a commercial accommodation for the purposes of isolation and quarantine only if the commercial accommodation adheres to the Standards for Commercial Accommodation during COVID-19 (Standards) attached as Appendix A to this Directive, as amended from time to time.
4. In accordance with section 33(2) of the Act, where a person suffering from a communicable disease as defined in M.O. 612/2020 is in a commercial accommodation that has either not yet been, or will not be, approved by a medical officer of health under section 33(1) of the Act, the medical officer of health may permit that person to remain in the commercial accommodation only if the medical

officer of health is satisfied that the presence of the person in the commercial accommodation would involve no risk to the public health.

5. Notwithstanding section 3 of this Directive, a medical officer of health may approve a commercial accommodation that does not meet the requirements of section 3 for the purposes of isolation and quarantine if authorized to do so by the Chief Medical Officer of Health.
6. This Directive remains in effect until rescinded by the Chief Medical Officer of Health.

Signed at the City of Edmonton, Alberta on the 23 day of April, 2020.



Dr. Deena Hinshaw
Chief Medical Officer of Health
Alberta Health

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STANDARDS FOR COMMERCIAL ACCOMMODATION DURING COVID-19

General cleaning

- Cleaning refers to the removal of visible soil. Cleaning does not kill germs but is highly effective at removing them from a surface. Disinfecting refers to using a chemical to kill germs on a surface. Disinfecting is only effective after surfaces have been cleaned.
- Use a disinfectant that has a Drug Identification Number (DIN) and a virucidal claim (efficacy against viruses). Alternatively, use a bleach-water solution with 100 ml of bleach to 900 ml water.
- Develop and implement procedures to increase the frequency of cleaning and disinfecting of common areas and surfaces. Pay particular attention to door knobs/handles, light switches, elevator buttons, stair railings, desktops, washrooms, and other high touch surfaces.
- Once rooms are occupied by guests in isolation or quarantine, in-room service will immediately cease. No housekeeping services are allowed in these occupied rooms.
- Upon checkout, rooms occupied by guests in isolation or quarantine must be thoroughly cleaned and disinfected. Pay attention to high touch surfaces in the rooms such as, but not limited to, door knobs/handles, light switches, desktops, bedside tables, phones, television remote controls, and washrooms.
- Increase the frequency of cleaning and disinfecting in other rooms occupied by non-isolating/non-quarantining guests.

Staff health and communication

- Notify employees of the steps being taken to prevent the risk of transmission of infection, the importance of their roles in these measures, and post this information in areas where employees can refer to them.
- Staff must report respiratory illness to their employer and not come to work for at least 10 days following the onset of COVID-19 symptoms, such as cough, fever, fatigue, sore throat, runny nose, difficulty breathing and/or shortness of breath. Staff should contact Health Link 811 if requiring further health advice and 911 if an emergency.
- Emphasize that if a staff member is sick with symptoms of COVID-19 such as cough, fever, runny nose, sore throat or shortness of breath, they MUST NOT be in the workplace.
- Ensure employee illness policy is up-to-date and communicated to staff.
- All staff should practice physical distancing to reduce the spread of COVID-19. Avoid close contact (within 2 meters), when possible, with other staff or guests.
- If staff live in facility-provided housing, develop plans regarding isolation/quarantine areas for ill individuals. If staff need to be isolated/quarantined, they must be provided a separate room. A separate bathroom may also be provided, where possible.
- Encourage staff to remain up to date with developments related to COVID-19.
- Follow the recommendations laid out in Alberta's Workplace Guidance for Business Owners regarding staff supports and communications.

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In general, for all guests (isolating/quarantining AND non-isolating/non-quarantining):

- Assume that any guest could be infected with COVID-19.
- Treat everything in any guest's room as if it is contaminated. Staff must wear disposable gloves, avoid touching their face or other parts of their bodies, and then wash their hands with soap and water thoroughly for at least 20 seconds once gloves are removed.
- Gloves must be disposed of and hands washed after cleaning each room. Use an alcohol based hand sanitizer if soap and water are not available and if hands are not visibly dirty.

If a guest identifies they are required to isolate/quarantine because of COVID-19 at the time of reservation:

- Review check-in procedure for isolating/quarantining guests.
- Advise guest what amenities will be in their room when they arrive and that cleaning or housekeeping services will not be provided.
- Advise that staff will not be permitted to enter their room during their stay.
- Remind guest they will be required to remain in their room for the duration of their stay and must not visit any public spaces including meeting rooms, pools, fitness centres, saunas, concierge lounge, ice machines, vending machines or restaurants.
- Remind guest that no visitors are allowed during isolation/quarantine.
- Review room service food options.
- Remind the guest to call Health Link 811 if they develop any symptoms or symptoms worsen, or 911 if it is an emergency.

Accepting a guest who would like to isolate/quarantine is at the discretion of the commercial accommodation, once **the facility has approval from a medical officer of health**. Please note that some guests may attempt to check into the commercial accommodation without disclosing their circumstances.

Preparation for the isolating/quarantining guest's stay:

- Commercial accommodation management must stay up-to-date on isolation/quarantine recommendations and requirements so that current advice can be given to staff and guests: <https://www.alberta.ca/self-isolation.aspx>
- Prepare the guest's room so they won't need to leave for up to 14 days, and won't require additional amenities during their stay. This could include providing enough of the following for several days use:
 - Adequate towels, linens, garbage can liners, etc.
 - Sufficient quantities of large garbage bags so the guest can dispose of linens and garbage regularly, and plastic laundry bags.
 - Sufficient coffee & condiments.
 - Room service menus.
 - Reading material to help alleviate boredom.

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- Notify appropriate staff that you will have a guest in isolation/quarantine, and the procedures they will follow. Remind your staff of their duty to respect the confidentiality of all guests.
- Ideally, isolate/quarantine the guest in a room that has an independent HVAC unit.
- Keep track of the number, room numbers, and contact information of guests that are isolating/quarantining. If possible, place isolating/quarantining guests in the same area of the commercial accommodation, preferably the main floor, and avoid booking other guests into this area.
- Place a copy of <https://www.alberta.ca/assets/documents/health-self-isolation-information-sheet.pdf> in the guest's room, along with a copy of *Information for Guests in Isolation/Quarantine*, below.

Upon check-in:

- Place a sign at the desk asking that visitors who have any of the symptoms of COVID-19, or who are isolating/quarantining, identify themselves.
- If a guest checks in for a 14-day or longer stay, but has not mentioned isolation/quarantine, inquire if they are isolating/quarantining because of COVID-19. If yes, follow the appropriate procedures. Keep the guest in their room (do not change rooms) and notify other staff members.
- If a guest who is checking in appears to have symptoms consistent with COVID-19 such as fever, cough, shortness of breath, difficulty breathing, sore throat or runny nose, encourage them to complete the [AHS COVID-19 online self-assessment](#) or if they don't have access to a computer or internet, to call [Health Link 811](#). Remind the guest that they are legally required to isolate/quarantine according to [CMOH Order 05-2020](#), and ask if they need to isolate/quarantine in the commercial accommodation.
- Ensure the guest knows the [symptoms of COVID-19](#). Inform them that, if they develop symptoms during their stay, they MUST:
 - Immediately notify the Manager on Duty or front desk, depending on the commercial accommodation.
 - Follow [Government of Alberta recommendations](#):
 - Take the [Alberta Health Services COVID-19 Self-Assessment Test](#) or call [Health Link 811](#).
 - The guest **must not** go to a physician's office, a health care facility, emergency room, or a lab without consulting with [Health Link 811](#) first.
 - Call 911 if the guest is seriously ill and needs immediate medical attention, and inform them that the guest may have COVID-19.
- Place isolating/quarantining guests in rooms away from other guests. Depending on your occupancy levels, you may want to designate a particular floor or wing for isolation/quarantine rooms.
- If possible, leave a vacant room between rooms occupied by isolating/quarantining guests.
- If possible, have isolating/quarantining guests use an exterior door that is not used by other guests when they first enter the commercial accommodation.
- Complete the registration card for the guest, or check them in online so that they do not have to stop at the front desk. Provide the guest with disposable gloves and instruct them to go directly to their room. Once the

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guest is in their room, call to review with them the Alberta Hotel and Lodging Association's [*Information for Guests in Isolation*](#).

- Once the guest has arrived at their room, clean and disinfect elevator buttons, stair rails, door handles, and other surfaces they may have touched.
- Let the guest know what amenities will be in the room, and that they will not be receiving housekeeping service for the duration of their stay.
- Advise all staff to avoid touching guests' personal items such as luggage, because they could be contaminated, and to wash hands or use alcohol based hand sanitizer often.

During the isolated/quarantined guest's stay:

- Staff, including housekeeping, must not enter the room for duration of the guest's stay.
- If the guest requires additional amenities such as towels, linens, or garbage can liners, leave them outside of the guest room door and phone the guest to open the door after the staff member has left the area.
- If the guest wants to have linens removed, have the guest bag them, twist the bag shut, and place them outside of their door for pickup. Bagged linens must be picked up by a staff member wearing disposable gloves. Linens must be placed directly into washing machines and laundered as usual.
- If the guest orders room service, inform them it will be left outside their door and they will receive a call when they can open the door.
- Isolating/quarantining guests can use regular plates and cutlery. Staff must wear gloves when picking up trays and dirty dishes, and then dispose of the gloves promptly and wash their hands. All items must be washed thoroughly with hot soapy water or in the dishwasher.
- Once per day, have the guest place their closed garbage bag outside of their door and call the front desk to have it picked up by staff. Ensure the staff is wearing gloves and dispose of the bag in the property's outdoor garbage bin; wash hands after gloves are removed and disposed of. If the staff member finds the garbage bag is not closed, they must:
 - leave it where it is and leave the area
 - call the guest's room from another area and ask them to closed the bag
 - return later to pick up the closed bag.
- If the guest has personal laundry that needs to be done, have them put it in a garbage bag and place it outside their door, and then call the front desk to notify them. Staff doing the laundry must wear disposable gloves and follow procedures for disposing of them afterwards, followed by washing hands.
- Note: if a guest is known to be required to isolate/quarantine but refuses to stay in their room, you should report this to AHS Environmental Public Health via the following link:
<https://ephisahs.albertahealthservices.ca/create-case/>

After check-out:

- Thoroughly clean and disinfect EVERY area in the room. Ensure Housekeeping staff wear disposable gloves. Refer to the AHLA's [Cleaning & Disinfection web page](#) for more information.

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- Place used gloves and other contaminated items in a lined container, secure the contents and dispose of them with other waste.
- Place towels and linens into a container lined with a garbage bag.
 - Wash with regular laundry soap and hot water (60-90°C), and dry well.
 - Clothing and linens belonging to a sick or isolating/quarantining person should be laundered separately from other guests' laundry.
- For information on how to clean high touch surfaces, review [Health Canada resources](#) and [More information about hard-surface cleaners that are effective against COVID-19](#).

Information for guests in isolation/quarantine

For the health and safety of our staff and guests, all isolating/quarantining guests are asked to follow these procedures:

- Do not leave your guest room while isolating/quarantining. Isolating/quarantining guests are not permitted in any area of the commercial accommodation other than your registered guest room.
- Know the symptoms of COVID-19 by visiting <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>. Should you develop symptoms during your stay:
 - Immediately notify the front desk.
 - Follow the Government of Alberta's recommendations available at: <https://www.albertahealthservices.ca/topics/Page16997.aspx#what>
 - Take the [Alberta Health Services' COVID-19 Self-Assessment Test](#) at <https://myhealth.alberta.ca/Journey/COVID-19/Pages/COVID-Self-Assessment.aspx>
 - Call [Health Link 811](#).
 - Do not go to a physician's office, health care facility, emergency room, or lab without consulting with [Health Link 811](#) first.
 - Call 911 if you are seriously ill and need immediate medical attention, and inform them that you may have COVID-19.
- Staff, including housekeeping, are not permitted to enter your guest room for the duration of your stay. Housekeeping service will not be provided during your stay.
- Should you require additional amenities such as towels, linens, or garbage can liners, please call the front desk and these will be left outside your guest room door. We will call your room to advise when they have been delivered. Please do not open your door when items are being delivered.
- To have linens removed from your room:
 - Place dirty linens in large garbage bag and twist the bag shut.
 - Place the closed bag outside your guest room door.
 - Call the front desk to have the bag picked up.
- To have garbage removed from your room:

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- Place small garbage bags into a large garbage bag and twist the bag shut.
- Place the closed bag outside your guest room door.
- Call the front desk to have the bag picked up.

Open bags will not be collected. You will be contacted to twist the bag closed so that it can be safely collected.

- Should you order room service, meals will be placed outside your guest room door. You will be notified when to open the door. Used service items must be placed outside your guest room door. Notify the front desk or room service to have used service items picked up.
- Should you have personal laundry that needs to be done:
 - Call the front desk to notify them
 - Place items in a garbage can liner
 - Place the bag outside the guest room door.

Personal laundry service may not be available due to staffing levels.

- Guests may visit the Alberta Hotel and Lodging Association website for more information for isolating guests at <https://www.ahla.ca/wp-content/uploads/2020/03/Self-isolating-procedures-info-for-guests-with-AHLA-logo.pdf>