



A note to our valued industry providers

TIA Yukon recognizes the value and importance of our accommodation sector. We recognize that while you are still allowed to be open, you may find it difficult to navigate the situation and ensure your staff's safety.

We acknowledge these are trying times for everyone and we are working tirelessly to provide support to our industry members, acknowledging that the situation sometimes changes by the hour.

As a member-led industry organization, we are also committed to protect our communities and fellow-Yukoners from further spread of COVID-19 and we are certain, so are you as an accommodation provider.

You are considered a provider accommodation sector if you manage and/or offer a:

Hotel, Inn, Bed & Breakfast, Lodge, Hostel, Cabin, AirBnB.

We want to ensure that our industry receives the support they need and have gathered a few best practices to help you manage this unprecedented situation within your establishment.

General Considerations

- Consider not providing housekeeping services during the guest's stay (and inform accordingly).
 - Provide extra daily in-room amenities (shampoo, soap, coffee/tea etc.) to limit numerous daily deliveries
 - Leave fresh linens and additional amenities outside the guest's door
 - Provide several large trash bags for disposal of any trash.
 - Guests should be informed that they should keep the trash bags in the room (not placed in hallway)
 - Consider closing or reducing number public washrooms in the building and encourage people to use facilities in their rooms
 - Allow for ample time between room / apartment rentals, ideally 72hrs
 - Consider putting a COVID-19 info-sheet for your guests in the room (example can be obtained at TIA)
 - Provide hand sanitizer in units and common areas
 - DO NOT question your guest about or make assumptions regarding their health
 - Provide official information posters about COVID-19 safety measures in public areas (handwashing, physical distancing)
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Cleaning measures

Increase cleaning frequency and intensity in common areas:

- Clean with antiseptic wipes or disinfectant, including bleach solutions
(information on how to make bleach solution can be found on government website)
 - use disposable gloves and different cloths for each area
 - Wash items such as dishes, drinking glasses, cups and eating utensils in the dishwasher
(you should use a commercial cleaner if you have one) or use soap and water to wash them thoroughly.
 - Clean toilets with a separate set of cleaning equipment
 - Clean floors with disinfectant or bleach solution, starting from one end of the premises to another
(from the exit inwards) every day
 - use proper dilution of disinfectants and PPE to perform cleaning
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Areas to focus on, both common areas and rooms/apartments:

- sinks, toilets, showers, bathtubs, faucets, stall latches
 - hand rails, door knobs, light switches
 - toilet paper dispensers
 - toilet flush handles
 - liquid soap dispensers, paper towel dispensers
 - hot air hand dryers
 - phones, remote controls
 - table & counter tops
 - arm rests on chairs, top & bottom
 - vents and louvers (after check-out). Use appropriate PPE
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Handling of Laundry & Trash

- Wash laundry items such as bedding, towels, tea towels, cushion covers and other fabrics and dry thoroughly outside or with a dryer.
- Read and follow directions on the labels of laundry or clothing and detergent.
- Wash and dry laundry and clothing with the warmest temperatures recommended on the label.
- You should read all cleaning product labels and follow the recommendations provided on them.
- Wear disposable gloves while handling soiled items.
- Wash hands immediately after removing gloves or after handling these items.
- Ensure those responsible for the removal of the guest's trash, at a minimum, wear disposable gloves.
- Trash should not be placed in common trash gathering areas, but rather brought directly to the hotel's trash compactor.
- At checkout the HVAC unit filter should be changed, and the old filter bagged and disposed of properly

Protect your staff

- Inform them about the symptoms of COVID-19 and how it spreads
- Provide ample disposable gloves & disinfectant
- Ensure staff is trained on safe use of disinfectants
- Ensure staff can perform tasks while exercising physical distancing
- Point towards resources for employees if anyone needs to self-isolate or is sick at home

The TIA office is available to answer questions and provide assistance wherever we can:

Phone: 867 668 3331

Email: info@tiayukon.com

Thank you for your cooperation

TIA Yukon has used several sources of public health and industry association to develop these recommendations. They are not inclusive, nor do they guarantee that neither your guests or yourself will not become infected.

More information can be found on: <https://www.hac-covid.com/information-for-hotels>.

For up-to-date information on current Territorial COVID-19 measures please visit yukon.ca/covid-19