

## BC Hotel Association Member Guide

### Resources to Help you Navigate the COVID-19 Virus

#### Overview:

The BC Hotel Association (BCHA) represents the voice of over 600 hotel members, 60,000 employees, and 80,000 rooms in the province of British Columbia. It's imperative during this challenging time with the spread of the COVID-19 virus globally, that you are prepared with educational materials for your team, guests, and key partners. As a service industry who hosts a number of people each day including potential travelers or those who visited other infected countries, it is important for businesses to take precautions on how to ensure steps are taken, including educating their employees about the symptoms, transmission and precautions to avoid spread.

#### Key Messages for Guests (& Employees) – INTERNAL

Key messages are the main points you want your target audience to hear and remember. They create meaning and headline the issues you want to discuss. They allow you to control communications, enhance relationships with your guests and are an important feature using crisis and issues. They are for internal use only.

- While Canada and BC continue to be safe travel destinations, we understand that COVID-19 is likely top of mind for you in your travels.
- [The Public Health Agency of Canada \(PHAC\)](#) has currently assessed that the overall risk to Canadians remains low. The public health risk is being continually reassessed as new information becomes available.
- At [PROPERTY NAME] we hold ourselves to high standards of cleanliness at all times, however in light of the spread of COVID-19, we have implemented the following actions:
  - [INSERT NEW CLEANING/COMMUNICATION ACTIONS TAKEN BY PROPERTY]
- We encourage you to follow recommendations as provided by provincial health authorities, to reduce the likelihood of catching the virus, which include:
  - wash your hands often with soap and water for at least 20 seconds
  - cover your mouth and nose when coughing or sneezing
  - avoid others who are unwell
  - stay home when you are sick
  - avoid greeting with handshakes and consider greeting or acknowledgments hands-free, such as a wave
  - the most important thing you can do to prevent coronavirus and other illnesses is to wash your hands regularly and avoid touching your face.
- If you have arrived in Canada from Hubei Province, China, Iran and Italy you are asked to self-isolate for 14 days and monitor closely for symptoms of illness. If any symptoms arise, please connect a primary care provider, local public health office or call 8-1-1. Always tell health care providers about recent travel if you became ill after returning or travelling to Canada.

- All travellers who are visiting BC and begin to feel ill can seek medical attention at local hospitals or urgent care centres.
- **Note:** In suspected cases of COVID-19, it is important to call ahead to the hospital, doctor or urgent care centre first for advice. Where language may be a barrier, tour operators, accommodation providers, and other tourism businesses can provide support by offering to contact a health-care professional on your behalf.
- Symptoms of COVID-19 include, but are not limited to, fever, cough, sore throat, fatigue and difficulty breathing.
- If you suspect you might have COVID-19 symptoms, you should provide health-care professionals with the following info (via phone):
  - Symptoms;
  - Where you have been travelling, working or living;
  - If you had close contact with a sick person, especially someone with a fever, cough or difficulty breathing.
- For non-emergency situations only, call 8-1-1. This is a free-of-charge provincial health information and advice phone line operated by HealthLink BC. Translation services are available in more than 130 languages.
- In the event of an emergency, call 9-1-1.
- Find the nearest hospital or health centre [here](#).

### Frequently asked questions about COVID-19, to consider:

1. What is your property doing to help prevent the spread of COVID-19?
2. Can I cancel my booking as a result of a travel advisory?
3. Can I get a full refund for my booking because of the recent spread of COVID-19?
4. How are you monitoring the health of your staff and guests during this outbreak?
5. What if I need to self-isolate at your property?
6. What protocol do you have in place if someone at your property becomes ill?
7. What is the risk to me coming to British Columbia and staying at your property?
8. How are you managing the health of your staff and housekeeping team?

### Resources for Properties and Guests:

#### Health Authorities:

- [The Public Health Agency of Canada \(PHAC\)](#) - For reliable information about COVID-19, including the latest national updates, and Canada's response to the outbreak
- [The World Health Organization \(WHO\)](#) - For the latest global updates on COVID-19
- [BC Centre for Disease Control \(BC CDC\)](#) – For detailed preventative measures
- [HealthLink BC](#) – For detailed information on COVID-19, including FAQ's
- [Vancouver Coastal Health Authority](#)

- [Fraser Health](#)
- [Interior Health](#)
- [Island Health](#)
- [Northern Health](#)
- Learn more about the [British Columbia Pandemic Provincial Coordination Plan](#) and [Pandemic Preparedness in British Columbia](#).

**Supporting Preparedness Documents:**

- [WHO's Key Planning Recommendations for Mass Gatherings](#) in the Context of the Current COVID-19 Outbreak.
- [Prepared BC's Guide for Tourism Operators and Emergency Plan for Tourism Operators](#)
- [WHO's guide to getting your workplace ready for COVID-19](#)
- [Outbreak Prevention Facility Audit](#)

**Travel Advisories and Information:**

- [Travel health notices on PHAC](#)
- [Travel and visa suspensions](#)
- [YVR screening measures](#)
- [Air Canada response](#)
- [WestJet response](#)
- [Cruise Lines International Association response](#)

**Stakeholder Updates:**

- [Destination BC](#)
- [Vancouver Convention Centre](#)
- [Tourism Vancouver](#)
- [Restaurants Canada](#)
- [Hotel Association of Canada](#)

**Posters, Signage, and Assets:**

- [Hand Hygiene Poster](#)
- [COVID-19 Fact Sheet](#)
- [Prevention of COVID-19 Poster](#)
- [COVID-19 Prevention Videos](#)
- [WHO Protection Measures](#)

Please call 604-443-4756 or email [communications@bcha.com](mailto:communications@bcha.com) if you have any questions or concerns.