

Resource-Based Tourism: How to Provide a Safe Environment Amidst COVID – Questions and Answers

Guests want to come once the border is open and many have rebooked hoping that the border will reopen. I also have workers looking to stay at my lodge this summer and I'm afraid of double-booking in the event that the border does reopen. What should I do?

- As a business owner you should ask yourself the following questions: Are the workers going to be back next year? Are or will your guests be repeat clientele? What does your future look like if you don't reach a certain number of bookings? Does the fate of your business depend on the border opening? Your business is about tourism and depending on how you answer these questions, that's a decision you would need to take.

What would be the minimum amount of time to leave a cabin/boat vacant prior to cleaning?

- The virus lives on various surfaces for different amounts of time. [Health Canada](#) has specified that the virus can live up to 4 hours on copper, up to 24 hours on cardboard, and up to 3 days on plastics and stainless steel. The amount of time the virus can survive also depends on the relative humidity and temperature of the environment. The good news is that the virus is easily inactivated by using simple disinfectants and/or diluted bleach solutions.
- If you have the proper personal protective equipment (PPE) and cleaning solutions, you may safely proceed with a deep clean of the accommodations a few hours after your guest's departure. For additional safety, and to minimize the amount of deep cleaning you would need to do, you may choose to leave the accommodations vacant for 24 to 72 hours. This decision would be yours to make and you would need to consider your bookings, staffing, PPE and cleaning product supply, etc.

Can we get a copy of the legal agreement/waiver?

- Right now, the waiver is only available to Gougeon Insurance Brokers clients but Margaret is more than willing to have a conversation with individuals about their risk management plan and get operators on the right track. margaretp@gougeoninsurance.com

Where does leather fit in in terms of disinfection?

- Leather is a porous surface. Although there are no exact timelines as to how long COVID-19 may live on porous surfaces, Health Canada and the CDC both state that the virus can live longer on hard surfaces vs porous ones. You would need to use [cleaners](#) suitable to that surface, and ensure you follow the instruction labels to ensure proper contact time prior to wiping off for adequate disinfection.

What kind of mask is recommended?

- N95 masks should be reserved for medical professionals. You can use medical grade surgical masks or use non-medical masks. The [Government of Canada](#) states the following for non-medical masks or face coverings: they need to be made of at least two layers of tightly woven material such as cotton or linen and be large enough to completely cover a person's mouth and nose without gaping and can be secured to a person's head with ties or ear loops.

Resource-Based Tourism: How to Provide a Safe Environment Amidst COVID – Questions and Answers

With a shortage of PPE and many only being distributed to health care workers, how can we access this equipment?

- Mask, safety goggles, and hand sanitizer has been made available through our [Preferred Suppliers](#). NOTO is also collecting business names and including them on our [COVID-19 webpage](#). If you know of any business who is selling these products, please let us know and we will include them in this list. The Government of Ontario also created a [PPE directory](#) which you can use.

What about ceilings and walls? Should these be disinfected as well?

- There is no need to disinfect ceilings between each client. In terms of cleaning, it is good practice to clean ceilings every once and a while to remove dirt/dust that may accumulate, especially around light fixtures.
- For walls, several organizations and Government agencies encourage the cleaning of walls where they have been visibly soiled or where individuals may commonly touch the walls, including areas to access/use a wall mounted item. This would include disinfecting the walls near the entrance as many may lean on the wall to put on/take off their shoes, walls near kitchen appliances, and walls by the beds.

Guidelines for occupancy?

- We have not seen any guidance for guests per square inch. At the start of this pandemic, the [Canadian Center for Occupational Health and Safety](#) encouraged that there be no more than 4 individuals per 1000 sq ft. As of Friday June 12th, The Government of Ontario will be extending the gathering restrictions to 10 individuals and also allowing individuals to create [social circles](#). Social circles are gathering of 10 individuals who can gather without needing to socially distance.

When seasonal washrooms are open, is it not the client that would need to act and comply with the whole COVID-19 situation?

- Users will need to follow the guidance of public health and practice good hygiene, however as the owner, you need to ensure that these facilities are regularly cleaned and that individuals have access to hygiene products at all times (hand sanitizer, water, soap, toilet paper, paper towel, tissues, etc.). We definitely encourage operators to post signage reminding people to socially distance and signage on how to properly wash your hands in these spaces.

What about pots, pans, dishes and bakeware?

- The concern with these items is more focused on the items that touch your mouth. In most cottages, dish sets are provided and individuals are expected to wash them. We highly encourage operators post signage as identified in the appendices of the [health and safety protocols](#).

Resource-Based Tourism: How to Provide a Safe Environment Amidst COVID – Questions and Answers

Cleaning/disinfection of dishes – is hand washing good enough or should we move to dishwashers?

- Dishwasher is best as the hot water will provide additional disinfection however handwashing dishes with soap and water will do the job. Please ensure dishes are completely dry prior to re-use.

What about leaving accommodation between guests? Should we wait 24 hours before staff goes in and another 24 hours post-cleaning before new guests arrive? What are hotels doing?

- Most hotels are waiting 24 hours prior to having housekeeping staff go in and clean. The longer you leave the area vacant, the less product you need to use to completely disinfect the accommodation unit.
- The virus lives on various surfaces for different amounts of time. [Health Canada](#) has specified that the virus can live up to 4 hours on copper, up to 24 hours on cardboard, and up to 3 days on plastics and stainless steel. The amount of time the virus can survive also depends on the relative humidity and temperature of the environment. The good news is that the virus is easily inactivated by using simple disinfectants and/or diluted bleach solutions.
- If you have the proper personal protective equipment (PPE) and cleaning solutions, you may safely proceed with a deep clean of the accommodations a few hours after your guest's departure. For additional safety, and to minimize the amount of deep cleaning you would need to do, you may choose to leave the accommodations vacant for 24 to 72 hours. This decision would be yours to make and you would need to consider your bookings, staffing, PPE and cleaning product supply, etc.

Do you recommend not providing bedding or do you recommend washing and drying?

- If you are short handed, you may consider having guests bring their own bedding. We are a high service industry and we don't want to make this as an official recommendation but it would depend on your business and where you can find efficiencies if you are a little strapped. Ideally, guests should bring their own pillows. You could provide blankets and other linens and launder them upon the guests' departure but definitely encourage individuals to bring their own pillows as they breathe directly on those.

What about hang drying linens?

- All linens should be laundered using detergent and hot water. The key is to ensure the items are completely dry prior to reuse. You may choose to hang dry, however a dryer is best.

Should a bed with a plastic cover be wiped down on the underside of the bed as well?

- No, it's not necessary to wipe down the underside of the bed as no one touches the underbelly of a mattress. Definitely disinfect the top and sides of the mattress.

Resource-Based Tourism: How to Provide a Safe Environment Amidst COVID – Questions and Answers

Should we wash the duvet every time?

- Yes, every time. All bed linens need to come off and be laundered between each guest.

Some cleaning products from Ecolab can be used on porous surfaces, can we use that instead of covers?

- Ecolab cleaning products have been classified as an [effective cleaner against COVID-19](#) by the Government of Canada. You may use this cleaning product to regularly clean porous surfaces instead of covers. Please ensure you read and follow the instructions on the product label to ensure proper disinfection.

Do you think it will be possible for us to have a floating raft this summer?

- Depends on regulations. Restrictions on outdoor recreational amenities are slowly loosening. Cleaning between use for all rental equipment is necessary. Perhaps consider having a schedule where people can reserve an hour slot to use the equipment so that it can be properly sanitized.

If fogging, does furniture need to be covered?

- The CDC and the Government of Canada have not identified fogging as an effective method to combat COVID-19 as it doesn't clean the affected surfaces. If you do not want to cover the furniture, you would need to regularly clean the furniture with the appropriate cleaners for their surface types and ensure you follow the instructions on the cleaning product label for adequate disinfection.

Are recommendations for outdoor seating (Muskoka chairs, tables, benches, etc.)?

- Ensure they are 2m apart, disinfect regularly and post signage to warn people that they may be exposed to COVID-19 by using this equipment and of social distancing requirements.

Will the 14-day quarantine be waived if border reopens?

- CBSA and CFTA are pressing Government to eliminate 14-day quarantine. Government is talking about what they can do in place of 14-day quarantine. CFTA pushing to recognize that guests are going to ideally places for social distancing. CBSA is currently talking about testing, health certificates, as these will be needed to eliminate quarantine.

Does anyone know if those staying in can have guests come over in seasonal campgrounds and trailer parks?

- Those staying at a seasonal campground or trailer park may have guests however, campers must adhere to social gathering size restrictions and maintain physical distancing (2m or 6ft) with people outside their household and social circle, and when outside of their campsites.

Can you direct me to the official data to virus survival?

- [Click here to visit Health Canada's website and obtain this data.](#)

Resource-Based Tourism: How to Provide a Safe Environment Amidst COVID – Questions and Answers

Cleaners are hard on the environment, are there any eco friendly products that can be used?

- [Ecolab](#) cleaning products have been classified as an [effective cleaner against COVID-19](#) by the Government of Canada. Please ensure you read and follow the instructions on the product label to ensure proper disinfection.

Should we consider a COVID-19 fee due to enhanced cleaning procedures? Has the industry seen rate increases due to protocol impacts, i.e. cleaning products, staff hours, revenue impacts, etc.?

- Many operators had to move to discounts to encourage people to come to their camps although we discourage this as you aren't changing much of your services, if anything you've enhanced them. However, some of you may still be limited in services due to government emergency orders. Hair salons implemented COVID fees and it's gotten a lot of negative attention. If you do increase your rates, don't highlight it as a COVID-19 fee if you do increase your fees to avoid negative publicity.

We are a fly-in lodge. What if people are showing symptoms? What do we do?

- Build an evacuation plan. Reach out to your local health unit, insurance company and air carrier (if applicable) to establish this plan. Ensure PPE is available including a hazmat suit in case you need to evacuate the person yourself. Identify various evacuation areas. Maybe there are boat or ATV access points you or emergency crews may access rather than flying out the individual.

Where can I find a template of posters to tell guests that the cabin has been cleaned?

- [You can see an example of a poster here.](#) You can also provide clients with an orientation package with your protocols, posters, along with your COVID-19 code of conduct and screening questionnaire. To build additional confidence, you may choose to post a cleaning log in public spaces.

Public health indicates that a 14-day quarantine will be forced. Is that Health Canada's direction now?

- The Federal Government has implemented a mandatory 14-day quarantine for anyone arriving into Canada. Some provinces have also implemented their own mandatory 14-day quarantine for individuals coming into/returning into provinces (i.e. Manitoba) but Ontario is not one of them.

Encourage guests to open window to increase ventilation upon departure?

- The [CDC](#) highly recommends taking measures to improve air ventilation, including opening doors and windows to improve circulation. Encouraging guests to open windows upon departure could definitely be adopted as a best-practice.

Resource-Based Tourism: How to Provide a Safe Environment Amidst COVID – Questions and Answers

Any recommendation for products that are water safe for power washing boats?

- Unfortunately, we could not find a product that is 100% water safe. One product that has been deemed as an [effective disinfectant against COVID-19](#) is [Spray Nine's Marine Cleaner](#) however it's safety data sheet does not have any ecological information. We recommend reaching out to [Boating Ontario](#) for more information on cleaners.

We have bookings where individuals are not from the same household, assuming that okay as long as they understand the risk and don't mix with other individuals from other cabins?

- Yes, this is okay. As of Friday June 12th, gatherings of up to 10 people are permitted. Individuals may now build [social circles](#). These social circles would allow individuals from different households to gather without needing to socially distance. For anyone outside your household and social circle, social distancing (2m or 6ft) must be upheld.

Will a home-style dishwasher meet sanitation requirements?

- Yes. Even handwashing dishes with soap and water is effective so any dishwasher will lead to effective cleaning.

What is the name of the eco lab product?

- There are 17 Ecolab products that have been deemed effective against COVID-19 by the Government of Canada. To view these products, [click here](#) and enter Ecolab in the search box.

Do you have any idea how many camps and lodges will not be open this season?

- This is definitely a survey we need to do. We've heard that some operators aren't opening this year. Many operators across the Province are considering opening but not until July depending on staff and the help that they need, as well as the amount of time it will take them to implement all the health and safety protocols.

Please include number of hours between occupancy to allow for disinfection.

- If you wish to leave the accommodations vacant to minimize the amount of deep cleaning you would need to do, the unit would need to be vacant for 24 to 72 hours.

Gathering restriction clarification?

- As of Friday June 12th, gatherings of up to 10 people are permitted. Individuals may now build [social circles](#). These social circles would allow individuals from different households to gather without needing to socially distance. For anyone outside your household and social circle, social distancing (2m or 6ft) must be upheld.

You mentioned Americans will need to bring a health certificate once the border opens, is that a test?

- Yes, it's in the preliminary stages but American's would need to be tested and test negative and bring their health certificate with them.