



Considerations for Short Term Rental Accommodations During COVID-19



Background

On June 5, restrictions on short term rentals were lifted in Ontario. As a result, short term rentals including lodges, cabins, cottages, homes, condominiums and B&Bs are now allowed to resume operations in Ontario.

As of June 5th, operation of hotels, motels, lodges, cabins, cottages and other shared rental accommodation including student residences is permitted. Any pools, fitness centres, meeting rooms and other recreational facilities that may be part of the operations of these businesses must remain closed.

The following considerations can be used in the operation of short term rentals to reduce the risk of transmission of COVID-19.

Practise Physical Distancing

- Where possible, use no-contact procedures for check in and check out.
- Maintain physical distance between guests and operators.
- Install physical barriers, such as Plexiglas, where needed.
- If there are multiple units or guests, remind guest to physically distance from those not in their group. Consider providing accommodation to individuals for one household or group at a time.

- Use signage and floor markings to support physical distancing in common areas, such as a lobby.

Wear a cloth mask or other non-medical face covering if physical distancing is a challenge

Wash Hands Often

- Encourage guests to wash their hands or use alcohol-based hand sanitizer when entering and leaving the short term rental.
- Provide handwashing or hand sanitizer stations in common and high traffic areas.

Cleaning and Disinfection

- Clean and disinfect frequently touched surfaces in common areas often. Pay attention to surfaces like door knobs, light switches, handles, counter tops, keyboards and washrooms. Refer to [Cleaning and Disinfection for Public Settings](#) from Public Health Ontario for more information.
- Clean tools, workstations, phones and other items used by employees at the start and end of each shift.
- Remove non-essential items from guest rooms and units, such as books, throw pillows and other decorative items.
- Clean and disinfect guest rooms after check-out. Clean and disinfect all areas of the room and frequently touched items such as toilet handles, remote controls, telephones, and doorknobs. Clean and disinfect room keys. Launder all bedding, towels and linens.
- Any kitchenware (dishes, silverware, glasses) must be cleaned between guests. If this is not possible, remove the kitchenware and replace with disposable options. Do not provide complimentary food or drinks for guests.

Be Aware of the Local Situation

- Share information with your guests about where to find local information related to COVID-19, including the Grey Bruce Health Unit and local municipalities.

- Be aware of local restrictions and what amenities may be closed.

Communicate Policies and Procedures

- Communicate policies and procedures with guests prior to their arrival, if possible.
- Communicate any policies and procedures with staff and operators.
- Ensure guests, staff and operators are aware of the symptoms of COVID-19 and ensure they stay home if they are sick.

Consider Workplace Health and Safety

- Consider the guidance from workplace health and safety associations, including that for the [Tourism and hospitality sector](#), [Hotel reception, room service and front line staff](#) and [Hotel housekeeping and laundry](#).

Resources

[Emergency Order – Closure of Non-Essential Businesses](#)

[Tourism and hospitality sector](#) – Workplace Safety and Prevention Services

[Hotel reception, room service and front line staff](#) – Workplace Safety and Prevention Services

[Hotel housekeeping and laundry](#) – Workplace Safety and Prevention Services

[Cleaning and Disinfection for Public Settings](#) – Public Health Ontario

References

[Guidance for Hotels, Motels, Bed & Breakfasts and Vacation Rentals](#) – Government of Alberta