



THE IMPACT OF COVID-19

CORONAVIRUS UPDATES FOR AMERICA'S HOTEL OWNERS

RECOMMENDATIONS FOR EMPLOYEES SHOWING FLU-LIKE SYMPTOMS DURING COVID-19

Tips for an Employee Displaying Symptoms

- Relieve the employee of his/her duties. If possible, find a room or area where he/she can be isolated behind a closed door, such as a staff office. If it is possible to open a window, do so for ventilation.
- Encourage the employee to call his/her doctor, the health department, or other professional immediately.
- The employee should avoid touching people, surfaces, and objects. He/she also should be advised to cover his/her mouth and nose with a tissue when he/she coughs or sneezes and put the tissue in a bag or pocket to throw in the trash. If no tissue is handy, he/she should cough and sneeze into the crook of his/her elbow.
- If he/she needs to go to the bathroom while waiting for medical assistance, he/she should use a separate bathroom (if available).
- Encourage employees to practice social distancing.
- Some employees may have underlying conditions that make them more susceptible. The ADA requires employers make reasonable efforts when an employee has requested medical accommodation. The employee should speak to his/her supervisor about specific conditions and requests.

Tips for an Employee with Flu-like Symptoms

- If an employee is experiencing muscle pain, a cough, and a fever greater than 38°C/100°F, ask them to contact their doctor. They should not visit a health care facility until they have consulted with their doctor via the telephone.
- You are permitted to ask the employee to seek medical attention or leave work.
- Actively encourage sick employees to not come into work.
- If an employee has flu-like symptoms but is not tested by a medical provider, he/she should self-quarantine for 14 days.
- Encourage them to avoid travel and crowded areas.
- Do not require a health care provider's note for employees who are sick with a cough to validate illness or to return to work, as health care provider offices and medical facilities may be extremely busy and not able to provide such documentation in a timely fashion.

Tips for Employees Who Are Ill

- Exclude employees from work if they feel unwell and present flu-like symptoms.
- Before the employee departs, ask him/her to identify all individuals he/she worked in close proximity (3-6 feet) to during the previous 14 days to ensure you have a full list of who should be notified or sent home.
- Send home for 14 days any employees who may have been in contact with an ill employee. Do not identify the infected person by name or you could risk violating confidentiality laws.
- Disinfect the back-of-house areas using an approved anti-viral cleaning solution.
- Consider asking a cleaning company to undertake a deep cleaning of your affected workspaces.
- Allow employees to return to work when symptoms have passed and/or they have presented a medical note confirming fitness to work and/or the 14-day quarantine.
- Appoint a single spokesperson for your company and ensure everyone knows who that individual is.
- Remind staff not to speak to the media and do not allow the media onto hotel premises.
- Cooperate with local health authorities regarding the containment.

Can an Employee Refuse to Work for Fear of Infection (e.g., Clean a Room)?

- Generally, employees may only refuse work if they believe they are in "imminent danger." (See OSHA SS 13(a).)
- An imminent danger is a "threat of death or serious harm" or "a reasonable expectation that toxic substances or other health hazards are present, and exposure to them will shorten life or cause substantial reduction in physical or mental efficiency." Most work conditions in the United States, however, do not meet the elements required for an employee to refuse to work.
- Without medical confirmation that a guest has COVID-19, an employee cannot refuse to perform work duties based on the conditions of the room or the conditions a guest is displaying.
- This guidance is general, and you must determine if this condition applies in your workplace.

AAHOA does not provide business or legal advice or representation to anyone. AAHOA goes to great lengths to ensure the information it provides is accurate and useful, but strongly recommends that all members consult a lawyer and obtain professional advice and representation that is appropriate to his/her particular situation.

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