COVID-19 operational guidance kit

Version 1.0 July 2020

About this guidance

This information is designed to provide general guidance for accommodation providers in order to assist them with making decisions about how to implement science-based virus prevention measures in a way that puts the health and safety of people first, yet minimises unnecessary environmental impacts. It also contains suggestions about how to support staff and the local community during the COVID-19 pandemic, and where to find reliable information.

This document should not be used to comply with Travelife certification requirements, and it is the responsibility of each business to ensure that they are making informed decisions that comply with all relevant laws and regulations, and that work best for their own operations.

For more information about Travelife for Accommodation please visit www.travelifestaybetter.com.

Acknowledgements

Helena Rey de Assis and Theresa Marie Aigner from United Nations Environment Programme (UNEP) for peer reviewing the sustainability actions.

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Saúl Blanco Sosa from NEPCon Preferred by Nature, a partner accommodation sustainability certification programme, for peer reviewing the general content.
COVID-19, or novel coronavirus, is a contagious virus that has the potential to have serious health impacts on people, including long-term complications and death. Click here to learn more about COVID-19 and how it affects people. Whilst many people make a full recovery after being infected, with some having no symptoms at all, it still poses a significant health risk and the accommodation sector is being asked to implement strict hygiene measures to prevent transmission.

A recent survey of Travelife Members showed that over 90% are concerned about the environmental impacts of coronavirus hygiene measures because some of these could involve an increased use of plastics, chemicals, energy and water. It is important to avoid or minimise these impacts as much as possible so they do not reverse the important sustainability work that Travelife Members have already been doing and to reduce pressure on resources, such as water and waste management, that are already under stress in some tourist destinations. Travelife Members have also said they are concerned about how the pandemic will affect the welfare of their staff and their community. 99% of survey respondents said they wanted guidance to help them respond to these issues during the pandemic.

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**Important!**

This toolkit has been developed to help accommodation providers make decisions about how to prevent COVID-19 transmission at their properties whilst continuing to minimise their environmental impacts.

**It should not be used if there is a COVID-19 outbreak or suspected infection at your property, or any other infectious illness.** In those cases you should be following your usual health and safety protocols along with advice from your government, local health authorities and/or the WHO (World Health Organisation).

**It is the responsibility of your organisation to:**

Ensure that you are complying with all local, national and international laws and regulations that apply to your business

Ensure that you are complying with all general health and safety laws and guidelines that apply to your business

Keep updated about the latest COVID-19 transmission prevention information and to ensure you obtain this information from reputable sources such as the WHO.
transmission prevention and sustainability

In the Travelife COVID-19 Member Survey, over 90% of Travelife Members said they were concerned about the environmental impacts from increased use of plastics and chemicals used to take coronavirus transmission prevention measures. Travelife certification requirements cover the use of chemicals and waste (including plastics), yet there are no changes specifically to address this new problem. However, Travelife auditors have been advised about this concern and the Travelife certifications team is aware of the problems this may cause for accommodation providers who are trying to minimise their environmental impacts.

Travelife cannot tell you about the specific measures you should take, so this section of the operational guidance summarises the current advice from reputable authorities such as the WHO (World Health Organisation), on how to reduce the risk of virus transmission and what cleaning methods reduce the risk of surface contamination. Accommodation providers can use this to help them make decisions about how to best ensure the health and safety of people whilst minimising environmental impacts wherever possible.

Other Travelife resources
Travelife Members can access our usual guidance about environmental management in the Member Zone. You will find this information in the Sustainability Toolkit under ‘Environment’.

Click here to view and download multilingual versions of the Travelife Checklist. The specific requirements around environmental impacts can be found under Sustainability Management (policies and legislation) and Environmental Management.

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Preventing COVID-19 transmission

Whilst research is still being conducted and information can change, it is believed that COVID-19 is primarily an airborne disease, meaning that infection is usually transmitted through particles of the virus entering the respiratory system by being breathed in. This typically happens in enclosed spaces where the virus can stay in the air for a few hours, but transmission could also happen outdoors through things like an infected person coughing or sneezing.

There is also concern that COVID-19 can be transmitted via surfaces. This means that particles of the virus may be able to live on surfaces for a certain amount of time, and that by touching a surface with live virus particles, an individual could become infected if those particles subsequently enter their respiratory system. What is unclear is how long the virus remains contagious on various different types of surfaces, so proper cleaning of surfaces that may be contaminated and then touched by people is recommended. Click here to learn more about how the virus is transmitted and for the answers to many common questions about coronavirus.

In summary, preventing transmission of COVID-19 involves reducing the risk of particles from an infected person entering the respiratory system of another person. The WHO (World Health Organisation), along with various other government bodies around the world, have issued guidance about the main ways to prevent this transmission. This currently includes all of the following measures being observed:

<table>
<thead>
<tr>
<th>Preventative measure</th>
<th>Current recommended method</th>
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</thead>
<tbody>
<tr>
<td>Social distancing</td>
<td>The WHO currently recommends that people should keep at least 1 metre apart. You should check if your government has guidelines and follow those if the distance is greater than what the WHO recommends (e.g. 2 metres).</td>
</tr>
<tr>
<td>Handwashing</td>
<td>Soap and water should be used to thoroughly wash the palms, fingers, thumbs, tops of hands and wrists. It is important to use enough soap to create a lather all over the skin. To avoid waste it is best to allow the hands to dry naturally and if that is not possible, use a clean disposable paper towel. Make sure all of your paper supplies, including paper towels, are sustainably sourced and ideally made from recycled paper by looking for reputable sustainability labels like FSC (Forest Stewardship Council) when purchasing these items. An alcohol-based hand sanitiser can be used if washing with soap and water is not possible, but only if the hands are free from visible dirt. If possible, use refillable touch-free soap and sanitiser dispensers to further reduce the risk of transmission and plastic waste. If gloves are worn to protect hands from chemicals or handwashing, they should be washed as frequently as bare hands, and using the same method and level of care.</td>
</tr>
<tr>
<td>Avoid touching the face</td>
<td>People should be reminded not to touch their face until their hands (including gloved hands) have been properly washed using the method described above.</td>
</tr>
<tr>
<td>Wearing a mask</td>
<td>Wearing a mask that fully covers the nose and mouth can help prevent infected particles from the person wearing the mask spreading in the air and onto surfaces, thus reducing the risk of another person breathing them in. These should be reusable fabric masks, but it is important to understand that they should be used to prevent the virus spreading and do not necessarily stop the virus from being breathed in because special medical grade equipment is required for that level of protection.</td>
</tr>
</tbody>
</table>

More information

International
- World Health Organisation
- United Nations Environment Programme
- United Nations
- World Tourism Organisation (UNWTO)

Regional
- African Union
- Caribbean Public Health Agency (CARPHA)
- European Centre for Disease Prevention and Control (ECDC)
- Pacific Asia Travel Association (PATA)
- US Centers for Disease Control and Prevention (CDC)
- Wikipedia list of national public health agencies
Surface transmission prevention measures

Whilst coronavirus is transmitted from person to person, there is concern that it can live on surfaces and be transmitted to another person after they touch a contaminated surface.

For example, an infected person coughs on a table, leaving the virus on the table surface. Another person touches the table whilst the virus is still contagious, then touches their nose and becomes infected. This is called surface transmission.

When we talk about surfaces in this guidance, we include hard and/or non-porous surfaces, such as plastic, metal, glass, wood and ceramics, as well as soft and/or porous surfaces like linen, clothing and other fabrics.

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<thead>
<tr>
<th>Preventative measure</th>
<th>Current recommended method</th>
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<tr>
<td><strong>Face coverings to reduce the risk of infected particles contaminating a surface</strong></td>
<td>Please see information on page 3.</td>
</tr>
<tr>
<td><strong>Handwashing before and after touching surfaces that could be contaminated</strong></td>
<td>Please see information on page 3.</td>
</tr>
<tr>
<td><strong>Avoid touching the face and other surfaces until hands have been washed</strong></td>
<td>Please see information on page 3.</td>
</tr>
</tbody>
</table>

**Cleaning the virus from surfaces**

Your normal health, safety and food hygiene cleaning protocols should be followed and the information below can help you make decisions about, if special chemicals or water temperatures are required for COVID-19. If there is a COVID-19 outbreak at your property then you must follow your usual infectious disease cleaning protocols along with advice from your government, local health authority and/or the WHO (World Health Organisation).

Soap and water are effective for cleaning coronavirus from surfaces and the use of other types of chemicals, and/or water at high temperatures, is not necessary unless this is already required as part of your normal health and safety protocols. Avoiding excessive amounts of soap and water by ensuring that only enough is used to create a lather is important. Surfaces should be cleaned using a suitable all-purpose surface cleaner or detergent (such as one of the Green Frog brands).

Surfaces can be rinsed either directly under a tap or hose, by using your normal dishwasher or washing machines cycles, or by wiping with a wet cloth. There is no need to rinse surfaces in water at higher temperatures, unless you already have to do this as part of your normal health and safety protocols.

Some surfaces are not suitable for soap and water. For example, television remote controls, touchscreens and other electronic equipment. In those cases you should follow the manufacturer instructions and when using chemical-based cleaners look for ingredients that are known to be effective against coronavirus but may have minimal environmental impacts, such as products containing at least 70% alcohol. Disposible wipes can be avoided by spraying the cleaner on a reusable cloth that is used to thoroughly wipe down the equipment, then washing these cloths following your normal laundry procedures.

If plastic film or wrapping is not an effective measure to prevent transmission, especially if staff are not following basic transmission prevention guidance. Therefore, minimising contact with surfaces in between cleaning (see below under ‘Isolating surfaces’) as well as ensuring staff wear a mask and wash hands before and after touching a surface, is the most reliable prevention measure.

The most environmentally friendly way to dry hard surfaces and fabrics is to let them air-dry naturally. However, this should be avoided in smaller enclosed spaces or in areas where there are lots of people present that could recontaminate the surface. If natural air-drying isn’t possible, a clean reusable towel that you are certain has not been contaminated can be used or you can use your normal drying equipment (e.g. a laundry dryer) by following your usual procedures.

After cleaning, care should be taken to store items in a way that avoids further contamination. This includes ensuring staff that handle these items have clean hands and are wearing a face covering.

**Isolating surfaces until any virus particles are no longer contagious**

A study published in the New England Journal of Medicine in April 2020 showed that COVID-19 was viable on surfaces for up to 72 hours (Aerosol and Surface Stability of SARS-CoV-2 as Compared with SARS-CoV-1). This indicates that it is possible to prevent surface transmission by isolating surfaces along the normal cleaning routines. For example, towels could be collected and stored in isolation for 72 hours before being washed, clean guest rooms could be left untouched for 72 hours before allowing guests to enter and non-perishable deliveries could be isolated for 72 hours before being touched by staff.

Click here to view reputable multilingual information from the ECDC (European Centre for Disease Control) about cleaning in non-healthcare environments and note that there is a difference between a premises where there has been a known outbreak/infection and a general prevention. Click here for WHO multilingual guidance in this area including suggestions about the minimum required dosage of bleach if it is needed to be used.
### Personal protective equipment (PPE)

This is any type of equipment that a person can wear to help protect them from a hazard. There are three main types of PPE that an accommodation provider may be familiar with:

**General workplace safety PPE:** This is equipment you will use to protect staff from things like chemicals and construction work, as well as for food hygiene. There is no change to how you should purchase, store, use, and dispose of your usual workplace PPE because you should already be following health and safety procedures and policies that cover this area. However, you may need to take additional precautions to clean or isolate some of this equipment to prevent coronavirus transmission, particularly with any equipment that is shared.

**Medical grade PPE:** This equipment is typically used by hospitals to prevent the spread of infectious diseases, and to protect healthcare workers, laboratory staff and emergency workers from infection. Travelife cannot provide you with advice about the purchasing, use, storage and disposal of this equipment should you choose to use it, nor about when it should be used. For more information you should consult your local health authorities or follow advice from the WHO (World Health Organisation).

**General PPE for COVID-19:** This includes gloves and face coverings/masks for general workers and members of the public to use in order to reduce the risk of coronavirus transmission. There are some important points to remember about this type of PPE that we have covered below.

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<th>Purpose and cautions</th>
<th>Purchasing</th>
<th>Reuse and disposal</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gloves</strong></td>
<td>Reusable gloves: These can be used if employees are simply protecting their hands from the discomfort of frequent handwashing provided they are suitable for being washed frequently in the same way as ungloved hands.</td>
<td>Reusable gloves: These should not be shared between employees and this means that they can be washed whilst they are being worn by a staff members long as they follow proper handwashing techniques. They should be instructed to wash any part of the glove that extends over the wrist and arms. Remember to follow the manufacturer instructions for washing gloves, especially if you will put them through a laundry cycle. You should replace them as soon as they show any signs of wear and they cannot be recycled so should be added to your normal mixed waste.</td>
</tr>
<tr>
<td>Gloves cannot prevent coronavirus transmission because the outside surface of the glove can still become contaminated in the same way that bare hands can. However, employees may wish to wear gloves to protect their skin from the effects of the frequent handwashing that is required to help prevent virus transmission (e.g. chapped or dry skin). In those cases, employees should be advised to wash gloved hands as often, and as carefully, as they would wash bare hands, and to avoid touching their face and other surfaces before this washing takes place. Reusable gloves should not be shared between staff.</td>
<td>Disposable gloves: When purchasing disposable gloves, lactose is the best option from a sustainability point of view because latex is a natural rubber that is biodegradable at much more reliable and faster rates than other types of rubber used in disposable gloves. However, some people are allergic to latex so we recommend you keep a supply of non-latex gloves available for people who may have an allergy but use latex gloves as your standard supply. Non-latex gloves will normally be nitrite gloves that are made from a synthetic rubber.</td>
<td>Disposable gloves: Latex and nitrite gloves are not recyclable so should be disposed of with your normal mixed waste. Some nitrite gloves claim to be biodegradable, however, this normally involves special conditions being met such as being surrounded by organic waste in order to ensure the process works properly.</td>
</tr>
<tr>
<td><strong>Masks (non-medical grade)</strong></td>
<td>Reusable masks: Non-medical grade masks must be able to be washed and dried correctly. They should be washed and stored as recommended by the manufacturer, and then air-dried until they are dry. Once dry, they can be stored in a clean, dry place where they will not be exposed to dust, dirt, or other contaminants.</td>
<td>Reusable masks: These can be washed and dried in the same way you normally launder fabric items such as towels and sheets. Be sure your equipment is well maintained and that you follow any manufacturer instructions for the operation of laundry equipment, including the correct dosage of laundry detergent/sanitiser. If you are concerned about contamination from used masks, consider isolating them in a safe place for 72 hours before following your usual washing methods.</td>
</tr>
<tr>
<td>Reusable fabric masks should be used as a means of preventing the spread of infected particles from an infected person to another person, and to surfaces. They should not be relied upon to prevent someone becoming infected by the virus as only medical-grade PPE can be used for this level of protection. Reusable masks should not be shared between staff. You must have a strict policy that no person is allowed to touch or handle another person's mask, unless they are carrying out mask cleaning duties in accordance with your policies. If you have tissue disposable masks, they must be handled with the same level of care as any other items that might have surface transmission risks. For example, making sure that anybody handling these washes their hands before and after touching them, and isolating the storage of these masks in a way that prevents contamination.</td>
<td>It is possible for these masks to be made from reused fabric that is in good, clean condition provided it will fully cover the nose and mouth whilst allowing a person to breathe normally and is not made from materials that contain harmful substances or that are highly flammable. Many governments have produced guidance about the best materials and methods to use, and you can click here to read a study about fabric masks that discusses the effectiveness of different materials. Disposable masks: In the context of preventing the wearer from spreading infection, there are no known benefits of using a disposable mask over a reusable mask, provided the reusable one has been washed and handled properly.</td>
<td>After washing and drying masks, a person with clean hands and wearing a face covering should put them in a place that keeps them safe from contamination until they are used. Individuals must thoroughly wash their hands before retrieving a mask from storage and placing it on their face. If your normal employment conditions ask that employees wash their own uniforms, then it is acceptable to allow employees to wash their reusable masks at home provided the above guidance is followed.</td>
</tr>
<tr>
<td>&quot;We cannot give advice on the purchase of medical grade masks&quot;***</td>
<td>Disposable masks: These are not recyclable so should be disposed of with your normal mixed waste. If you are concerned about contamination in your waste from used masks, you could consider isolating them somewhere safe for at least 72 hours before disposing of them normally.</td>
<td>&quot;We cannot give advice on the disposal of medical grade masks&quot;***</td>
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</tbody>
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Food and beverage service

Currently, it is not thought that coronavirus can be transmitted by eating food or drinking beverages that contain infected particles. In any case, your property should already be following health, safety and hygiene measures that prevent the transmission of any kind of virus or bacteria from a person to food.

The main concern with food and beverage service is ensuring that surfaces do not present a risk of transmission. These include things like dining tables, bars, napkins, plates, knives, forks, glasses, cups and serving ware. Using plastic disposable items will not reduce the risk of transmission in this manner any more than ensuring the surfaces of food and beverages items are properly sanitised and/or isolated between use, and that you are observing the core prevention measures of social distancing, handwashing and wearing a face covering that prevents potentially infected particles landing on surfaces.

For example, an individual serving of jam in plastic can be just as contagious as an individual serving of jam in a reusable jar if the person handling the item has coronavirus, passes infected particles to the item and it is then touched by someone who does not have the virus, who in turn touches their face. To reduce the risk of transmission from a situation like this, any item needs to be sanitised between use, including single-use plastic items and anything wrapped in plastic so that single-use items do not prevent a business from having to carry out proper cleaning procedures.

Click here to read WHO (World Health Organisation) information about food and COVID-19 and click here for more information on this topic from the CDC (US Centers for Disease Control and Prevention).

Guest rooms

Isolating rooms for 72 hours between guests and minimising the amount of times staff enter a room during a guest's stay are two of the safest ways to prevent transmission. Ensure that when staff do enter a guest room they have followed the basic preventative measures of proper handwashing and wearing a face covering, and these should be followed when handling any items that will be taken in and out of the room. Isolation techniques between guest stays also mean that rooms can be cleaned in the normal way and without using any special chemicals or equipment, as long as you provide adequate protection to staff who are cleaning the rooms. A sign can be put on the door so both staff and guests know when it was last cleaned and that nobody has entered since.

Here are some other ideas for reducing risks and minimising environmental impacts during a guest’s stay that assume the guests occupying the room do not have COVID-19, in those cases you should follow advice from reputable local health authorities or the WHO:

- Strictly enforce your linen reuse policy so items are not changed daily to minimise the risk of surface transmission and the amount of times staff enter the rooms. Guests should be clearly informed that they will need to request more frequent changing if they need it and why you have the policy in place. Consider placing additional towels in the room to avoid guests constantly requesting replacements and make sure there are plenty of obvious and easy places for guests to hang wet towels to dry in the bathroom.

- Use an ordering system for items you normally replenish or change daily such as minibar items, coffee and rubbish bins. This could be a card a guest completes then hangs outside their door or technology such as an app. Items could be left outside the door and remind staff to observe handwashing and face mask policies when handling these items. You could also consider using refillable and reusable containers for this purpose that are sanitised between use (e.g. coffee jars, reusable bottles) in order to reduce waste. Touch-free water dispensers are an excellent idea to reduce waste as long as guests are advised to only use their own water bottle during their stay.

- Plastic bathroom mini's (shampoo, conditioner, etc.) and plastic wrapping of bathroom consumables offers no more safety than dispensers as both will need to be cleaned in between use to prevent transmission. This means that dispensers are still recommended in order to reduce waste provided housekeeping take the right precautions for cleaning and handling these in between guests stays. It is recommended that guests are notified that these dispensers (and other equipment) are being properly sanitised to avoid guests requesting single-use items.

- Written information and signs should be provided for guests that explain the measures you are taking and what measures you expect them to take. You will need to decide how to handle guests who do not follow your policies (e.g. guests that insist linens are changed daily) and make sure that your staff know how to deal with these situations with the support of management.

- Ensuring rooms are well-ventilated can help reduce the risk of transmission. This could mean opening windows and balcony doors. However, you must take steps to ensure that guests are reminded about the environmental impacts of this when you have heating and cooling systems in rooms. If these systems are not automatically shut off by sensors, then guests should be reminded to turn them off when doors and windows are open. In very humid regions, guests should be reminded about the risks of condensation forming on floors if windows and doors are open, potentially creating a slip hazard.

Frequently asked questions

Does having an item wrapped in plastic prevent the transmission of coronavirus?

There is no additional protection because the outside of the wrapping could become contaminated. Also, unless the contents were packaged at least 72 hours beforehand, they could also be contaminated, so this should be avoided in order to reduce plastic waste.

Do we need to use bleach to clean items? What about other chemicals?

Bleach and other types of chemicals are no more effective in cleaning coronavirus from a surface than thorough washing with soap and water. You should only be using these types of chemicals if they are part of your normal pre-COVID-19 health and safety protocols. There is more information on page 4 about cleaning surfaces and you are encouraged (at all times) to continually review your cleaning products to look for alternatives that are safer for the environment and people.

Do items need to be washed in water at higher temperatures then usual?

There is no need to change water temperatures from your normal cleaning methods and protocols. Tap water at normal room temperature can be used when cleaning coronavirus from fabrics and surfaces. And as per the certification requirements, you should always ensure that equipment like dishwashers and washing machines are well maintained and you are following any manufacturer instructions.

Do our staff need medical grade PPE to protect them?

Travelife cannot advise you on that decision. It is something you should decide based on your own risk assessment and in consultation with reputable medical experts who also understand the risks your staff face. However, there is evidence that using face coverings, including washable fabric coverings, can help prevent the spread of the virus alongside social distancing, frequent, thorough handwashing and proper cleaning of potentially contaminated surfaces that people are likely to touch.

What about touch screens that we use to provide information to our guests about sustainability work?

You could consider using printed information in place of touch screens that can be read by a guest without having to touch the paper. Some hotels are moving this information to their in-house TV channel and others are implementing procedures such as touch-free hand sanitiser stations next to touch screens with appropriate signage, along with frequent cleaning of the screens by staff.

Can we still use water dispensers and reusable water bottles?

Reusable water bottles are acceptable as long as they are not shared and/or are sanitised between use. Touch-free water dispensers can be used to reduce the risk of transmission or you could simply ensure guests cannot refill bottles themselves, and instead delegate this to a staff member who has been trained to wash hands between refills and who is wearing a mask.

Do we need to use plastic and/or single-use cups, glasses, cutlery and plates?

No. The material an item is made from, along with whether it is single-use or reusable, is not as important as following the basic coronavirus prevention protocols of frequent handwashing, wearing a mask, sanitising items between use and isolating clean items away from possible contamination before they are used again.

What about things like door handles and elevator buttons?

Some hotels are positioning staff wearing appropriate PPE to open doors and to operate elevators. Other hotels are using hand sanitiser stations along with appropriate signage and regular cleaning.
### Reputable tools and resources

**Click on the images to visit the web page**

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<th>Infographics</th>
<th>Handwashing (in 26 languages)</th>
<th>Using handsanitiser (multilingual versions available)</th>
<th>Masks (in 26 languages)</th>
<th>Gloves (in 26 languages)</th>
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### WHO (World Health Organisation)
- Advice for the public
- Common myths about COVID-19
- Questions and answers about COVID-19
- Video: how to wear a fabric mask
- Video: steps to prevent the spread of COVID-19
- Operational considerations for accommodation sector
- List of organisations with reputable research and resources
- Country & technical guidance

### Reliable websites
- United Nations Environment
  - COVID-19 waste management factsheets
- ECDC (European Centre for Disease Control) – many of these pages are multilingual
  - List of country websites where multilingual advice can be found
  - Using facemasks to prevent the spread of infection
  - Cleaning in non-healthcare and healthcare settings (includes advice on chemicals that are effective)
  - Information and precautions about using gloves to prevent transmission
  - Video showing how to properly wash hands
  - Considerations around social distancing measures
  - Heating, ventilation and air-conditioning systems in the context of COVID-19
- Green Fins (sustainable diving for marine conservation)
  - Environmental best practice for chemical cleaning agents
- UKRI (UK Research and Innovation)
  - Coronavirus – the science explained
  - What is coronavirus?
  - Disinfecting surfaces
- WTTC (World Travel and Tourism Council)
  - Hospitality protocols for the new normal
  - Common myths about COVID-19
  - Questions and answers about COVID-19

### Guides and eLearning
- ABTA (UK Travel Association)
  - Travelife Members can find information about how to download the ABTA Post Pandemic Recovery Guide and the Accommodation Health & Safety Technical Guide in the Member Zone
- Coming soon: Plastic e-learning
  - GreenerGuest and Intertek Cristal have joined forces to create interactive e-learning for hoteliers with a focus on reducing plastic whilst meeting hygiene standards. We will update this guide and member zone when it is available.
- Global Tourism Plastics Initiative (GTPi) guidance
  - GTPi have produced recommendations for the tourism sector to continue taking action on plastic pollution during COVID19 recovery. Click here to visit the GTPi website where you can find this information and more details about the initiative.
staff welfare

In the Travelife COVID-19 Member Survey, 65% of Travelife Members said they needed help with how to support the welfare of their staff during the pandemic. Whilst the certification requirements around labour and human rights have not changed, in this section we have highlighted some of the unique concerns that coronavirus presents so that accommodation providers can make sure they are complying with all relevant laws and have adjusted their policies and procedures where necessary.

Other Travelife resources

Travelife Members can access our usual guidance about labour issues and human rights in the Member Zone. You will find this information in the Sustainability Toolkit under ‘People’.

Click here to view and download multilingual versions of the Travelife Checklist. The specific requirements around labour and human rights can be found under Sustainability Management (policies and legislation) and People (labour and human rights).

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### Labour issues

The certification requirements in this area have not changed due to COVID-19, however, the pandemic does present new challenges and considerations for some businesses that we have highlighted below.

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<th>Challenges and considerations</th>
<th>Suggested actions</th>
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<td><strong>Legal compliance</strong></td>
<td>In some countries there are legislative changes relating to labour and human rights because of COVID-19. It is your responsibility to find out if these might affect you and to make any resulting changes in your business. These could relate to many different areas but are most likely to be about sick pay, staff furloughs (temporary paid or unpaid absences) and redundancies/layoffs. They might also cover how to protect staff from infection and how to manage staff who become infected or who have COVID-19 symptoms.</td>
<td>Travelife requires you to keep a legal register of all the legislation that you need to comply with, so be sure to update this with anything new and to keep records showing how you have complied. You can find guidance about this in the Member Zone under the ‘Sustainability Management’ section of the Sustainability Toolkit.</td>
</tr>
<tr>
<td><strong>Preventing transmission in the workplace</strong></td>
<td>You need to decide what measures you will take to prevent staff from becoming infected when they are working for you, how to communicate these to staff and what you will do if they don’t follow your policies. You need to think about what information you will give to guests and suppliers about keeping your staff as safe as possible, and what you will do if this information is not followed. Getting to and from work may present risks of infection that you need to consider, especially if public transport is used.</td>
<td>Consider developing a policy that covers: – Prevention measures you expect your staff, guests and anyone else visiting your property to follow – What equipment will be involved along with how and when it should be used – What will happen if the policy is not followed This policy will need to be communicated to everybody that it covers, and we recommend that initial and ongoing staff training is provided. Particular attention should be given to training managers about how to enforce the policy and how to support staff who need to enforce the policy with guests and suppliers. You will likely need to incorporate your existing disciplinary, grievance and complaint procedures into this policy, or refer to them. Your policy must comply with all relevant laws and regulations.</td>
</tr>
<tr>
<td><strong>Working hours</strong></td>
<td>Some hotels are implementing restrictions in staff break rooms in order to ensure proper social distancing or changing the timings of staff breaks so there are less staff using break areas at the same time. Some businesses are under pressure due to the volume of staff off work because of COVID-19, local quarantine measures or having less staff employed in order to reduce operating costs.</td>
<td>You should take steps to ensure that staff do not miss their breaks due to virus prevention measures you may have taken, and that they still receive any contracted meals during their shift. If that is not possible then you will need to agree new conditions with your staff that comply with all laws and regulations. If staff are being asked to work additional hours, then this should be done in compliance with all laws and regulations. They must be paid overtime or given time off in lieu for any additional hours worked.</td>
</tr>
<tr>
<td><strong>Health screening and sickness</strong></td>
<td>If you are a responsible business, then you will be ensuring that staff that have COVID-19 symptoms isolate at home (or in staff accommodation) as per either the WHO (World Health Organisation guidelines or guidelines issued by your government. That may mean that you have to consider labour laws around this area (see section above ‘Legal Compliance’) and if no such laws exist, make your own decisions about how to ensure staff are treated fairly. If you are conducting health screening on staff to check for coronavirus symptoms, you need to have a policy in place to deal with any subsequent isolation periods fairly. Because isolation might result in employee hardship, you need to ensure that the screening methods you are using are science based. You can find information about this from the WHO along with reputable local health authorities. You should also be taking steps to protect the privacy of staff if your health screening means they have to reveal personal information. You also need to consider how you will handle staff who do not report known symptoms and thus risk infecting other staff or guests.</td>
<td>Consider developing a new policy (or adapting an existing one) that explains how you will deal with isolation, long-term sickness, health screening and privacy due to COVID-19. This policy should – Comply with all relevant laws and regulations – Protect human rights (including the right to privacy) and prevent discrimination – Prevent retaliation against staff who either have the virus or must isolate because they have symptoms – Outline the policy and procedure that both staff and management should follow if an employee has symptoms and/or tests positive for coronavirus – Address wages, benefits and return to work procedures</td>
</tr>
</tbody>
</table>

*Travelife COVID-19 Operational Guidance Kit  - Version 1.0  - July 2020*
## Mental health and general well-being

Many of us all over the world are facing new challenges during the COVID-19 pandemic and we strongly recommend that you consider this when thinking about the well-being of your staff, making adjustments where necessary and offering support whenever possible.

<table>
<thead>
<tr>
<th>The challenges your staff might be facing</th>
<th>Resources to help you support your staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grief over someone who has died from COVID-19</td>
<td>We have included global advice and some reputable UK websites. However, we strongly recommend that you consider the unique situation in your own destination and find local advice and support wherever you can.</td>
</tr>
<tr>
<td>Concern over the health of someone with symptoms or who has been diagnosed with coronavirus</td>
<td><strong>Websites</strong></td>
</tr>
<tr>
<td>Having to care for someone who either has coronavirus or who has another condition that is more difficult to deal with due to the pandemic</td>
<td></td>
</tr>
<tr>
<td>Caring for children when schools and nurseries are closed</td>
<td><strong>World Health Organisation ‘mental health considerations during COVID19 outbreak’</strong></td>
</tr>
<tr>
<td>Worrying about people they care about contracting the virus while at school, work or in a care facility</td>
<td><strong>Mental Health UK ‘looking after your mental health during coronavirus’</strong></td>
</tr>
<tr>
<td>Paying for medical bills</td>
<td><strong>Mind UK ‘money and mental health’</strong></td>
</tr>
<tr>
<td>How to make up household income if a wage earner loses their job or is off sick, or in isolation</td>
<td><strong>Posters, videos and infographics</strong></td>
</tr>
<tr>
<td>If their own job is safe or what will happen if they cannot earn wages because of isolation or illness</td>
<td><strong>World Health Organisation ‘Coping with stress during the 2019-nCoV outbreak’ infographic</strong></td>
</tr>
<tr>
<td>General anxiety and worry from living through a pandemic and/or living in isolation</td>
<td><strong>World Health Organisation ‘Helping children cope with stress during the 2019-nCoV outbreak’ infographic</strong></td>
</tr>
<tr>
<td>Increased workload at home, or at work, to make up for other people who may be off sick or in isolation</td>
<td><strong>World Health Organisation ‘Be Kind to address fear during coronavirus’ infographic</strong></td>
</tr>
<tr>
<td>Complaints and abusive behaviour from guests</td>
<td><strong>World Health Organisation ‘Be Kind to address stigma during coronavirus’ infographic</strong></td>
</tr>
<tr>
<td>Fear of guests who may be infected and/or are not taking their own precautions to prevent infecting staff</td>
<td><strong>World Health Organisation ‘Be Kind to support loved ones during coronavirus’ infographic</strong></td>
</tr>
<tr>
<td>Having to work at home in an environment that is not suitable for work (e.g. no proper office space, having to care for children who are off school)</td>
<td><strong>World Health Organisation ‘COVID-19 and mental health’ video</strong></td>
</tr>
<tr>
<td>Stigma or discrimination because of perceptions around COVID-19 and their social or cultural group</td>
<td>Other ideas</td>
</tr>
<tr>
<td>Addiction problems such as increased (or renewed) dependency on alcohol or drugs</td>
<td>Have you talked to your staff about the problems they are facing? Do you feel confident that you understand what these are?</td>
</tr>
<tr>
<td>Unhealthy habits due to isolation or stress, such as poor diet, lack of exercise and sleep problems</td>
<td>Look for local charities and health services who can provide you (or your staff) with advice and support</td>
</tr>
</tbody>
</table>

### Other ideas

- Provide your staff with a list of local and online services, especially in the languages that they speak
- Allow time for your staff to talk to each other and their managers in a safe, supportive environment where information will be kept confidential
- Consider setting aside a regular day or week for mental health awareness where staff can learn more about how to identify problems and where to find help. This could also ensure that staff have the tools to support each other
- Does your business have the ability to set up a charity or fund to help your staff and their families? If not, is there a local organisation that can help you?
- Review your own processes and see if there are any changes you can make to reduce stress on your staff. For example, flexible hours, allowing staff who do not have to be at your property to work at home
- What else can your business do to support staff? Can you provide any childcare facilities? Can you use your existing facilities to support your staff, especially when there are no (or very few) guests at your hotel, such as guest rooms, restaurants, gyms?
community support

In the Travelife COVID-19 Member Survey, 62% of Travelife Members said they needed help with how to support their local community during the pandemic. Whilst the certification requirements around this area have not changed, in this section we have highlighted some of the unique concerns that coronavirus presents to communities in destinations to help accommodation providers think about any special support they can provide.

Other Travelife resources

Travelife Members can access our usual guidance about community engagement and support in the [Member Zone](#). You will find this information in the Sustainability Toolkit under ‘People’.

[Click here](#) to view and download multilingual versions of the Travelife Checklist. The specific requirements around community engagement and support can be found under Sustainability Management (policies and reporting) and People (community integration), however, because being a responsible member of your community is such an important part of sustainability, some community support themes are also covered under other areas, such as animal welfare, suppliers and environmental management.

*stay better*
The certification requirements in this area have not changed due to COVID-19, however, the pandemic does present some new challenges and opportunities that we have highlighted below.

<table>
<thead>
<tr>
<th>COVID-19 challenges</th>
<th>Ideas</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Economic development</strong></td>
<td>Many businesses all over the world have been hit especially hard by coronavirus due to travel/movement restrictions, limitations in supply chains and widespread illness in some places. Some will not survive, and others will only do so by implementing cost-cutting measures such as laying off their staff, leading to higher unemployment and harming the economy.</td>
</tr>
<tr>
<td><strong>Tourism recovery</strong></td>
<td>Almost every destination in the world has lost tourists and is concerned about when they will return in numbers big enough to sustain tourism businesses and improve economic conditions.</td>
</tr>
<tr>
<td><strong>Protecting and helping vulnerable people</strong></td>
<td>Higher rates of unemployment may create more economic hardship for people in your community, leading to more people who are living in poverty and/or homeless. It may also be more difficult for existing charities that support these people to continue their work due to a lack of donations. In some destinations, schools may be closed but parents are still working, meaning there are more unsupervised children at risk.</td>
</tr>
<tr>
<td><strong>Caring for the environment</strong></td>
<td>In some countries there are increasing issues with litter during coronavirus along with problems with infrastructure, such as waste collection and water services. Because of safety concerns and social distancing precautions, people who normally conduct things like beach cleans may not be able to keep up this work.</td>
</tr>
<tr>
<td><strong>Animal welfare in your community</strong></td>
<td>Stray cats and dogs may be suffering more than usual if there are less tourists to feed them or simply because so many local people are staying at home. Working animals may not be getting fed or properly looked after due to lack of tourism or economic hardship. Captive animals and those used for entertainment may be facing similar issues. More people may be abandoning their pets, farm and working animals due to economic hardship or illness that prevents them from caring for these animals properly.</td>
</tr>
</tbody>
</table>
tips and advice for properties that are closed

In the Travelife COVID-19 Member Survey, 36% of Travelife Members said they would like advice about how to maintain their sustainability commitments when they are closed because of COVID-19. Whilst you are expected to maintain your certification by complying with all of the requirements, we have included information that is particularly relevant when you have no guests in-house and very little staff working, so this guide does not address all of the certification requirements and instead we have focused on the areas that may be of special concern during this time.

As you work your way through this guidance, you may find it helpful to keep a record of any actions you have taken and any regular maintenance that will be required when you are closed. This could help you with remembering to check these issues on a regular basis and could also assist you with reopening procedures.

Please remember that even though you are closed, you are still expected to meet the certification requirements around regularly recording your energy and water consumption, as well as keeping waste and chemical records. This data may also help you assess the affects COVID-19 had on your environmental performance and be useful for making decisions later.

Other Travelife resources

Travelife Members can access our usual guidance about how to comply with the Travelife Standard in the Member Zone, including templates for keeping energy, water, waste and chemical records.

Click here to view and download multilingual versions of the Travelife Checklist that list all of the requirements.

Important!
This information should not be used for closures because your business is quarantined due to a COVID-19 outbreak or suspected infection, and there are infected (or potentially infected) people at your premises. In those cases, you should be following your usual health and safety protocols along with advice from your government, local health authorities and/or the WHO (World Health Organisation).
Turn off equipment that will not be needed or reduce the impacts from equipment that will be used less

Make sure that any equipment that consumes energy, water or chemicals is safely turned off if it is not required when you are closed and that you carry out any regular recommended maintenance during this time. It is recommended that you walk around your entire property to assess what can be turned off or adjusted, and how do to this in a safe manner. By doing this you will ensure you have reduced your operating costs as much as possible along with your environmental impacts.

<table>
<thead>
<tr>
<th>Turn off</th>
<th>Consolidate</th>
<th>Reduce consumption</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Tips</strong></td>
<td><strong>It is likely that you still have some staff at your property who will need access to things like water coolers and refrigerators. Try to find ways to consolidate those items.</strong></td>
<td><strong>You may find that it is not possible to turn off some equipment due to the way it is operated, such as the use of sensors and timers, or because of other concerns such as ensuring the plants in your grounds have water.</strong></td>
</tr>
<tr>
<td>There will be a lot of equipment that simply is not needed when you are closed, especially in guest rooms and facilities, such as gyms, spas, business centres and restaurants.</td>
<td>For example, instead of running three water coolers you may only need one and you may only need one set of bathrooms instead of several, meaning you can turn off lighting and other equipment in the unused bathrooms.</td>
<td>In those cases, you may be able to look at reducing the operating costs and environmental impacts by adjusting timers and temperature sensors, or by blocking off use in certain areas.</td>
</tr>
<tr>
<td>Make sure you follow any special manufacturer instructions for turning equipment off as well as maintaining and storing it when not in use, as well as all applicable health and safety laws, regulations and protocols.</td>
<td></td>
<td>For example, grass that has died due to lack of water can quickly grow back, so you might turn off lawn irrigation but keep irrigating other plants in your gardens that need water.</td>
</tr>
<tr>
<td>Before turning equipment off, you should make sure there are no health and safety issues that you need to comply with. For example, leaving on enough lighting at night for security personnel, making sure smoke alarms, sprinkler and security systems are still working and so on.</td>
<td></td>
<td>You may be able to adjust the temperatures of air-conditioning units that have to be left on so that they consume less energy.</td>
</tr>
<tr>
<td>Sometimes electronics appear to be turned off when they are actually in standby or ‘sleep’ mode when they still consume energy. This is especially true of computers, printers and televisions. We recommend you check this and if necessary, look for the manufacturer instructions about how to fully power off the equipment.</td>
<td></td>
<td>Provided you follow your usual health and safety protocols, you may find that less chemicals are needed for things like swimming pools and laundry equipment, or that more environmentally safe chemicals can be used.</td>
</tr>
<tr>
<td><strong>Common equipment/areas</strong></td>
<td><strong>Lighting in break rooms and bathrooms</strong></td>
<td><strong>Irrigation</strong></td>
</tr>
<tr>
<td>Lighting</td>
<td>Heating and cooling systems (air-conditioning)</td>
<td><strong>Heating and cooling systems (air-conditioning)</strong></td>
</tr>
<tr>
<td>Electronics (TVs, computers, projectors, point of sale equipment, bedside clocks)</td>
<td>Heating machines and water coolers</td>
<td><strong>Water heating</strong></td>
</tr>
<tr>
<td>Heating and cooling systems (air-conditioning)</td>
<td>Refrigerators</td>
<td><strong>Refrigerators</strong></td>
</tr>
<tr>
<td>Refrigerators that have been emptied and thoroughly cleaned</td>
<td>Lighting in parking areas</td>
<td><strong>Lighting</strong></td>
</tr>
<tr>
<td>Exercise equipment</td>
<td>Cleaning equipment, such as dishwashers and washing machines</td>
<td><strong>Swimming pools and Jacuzzis</strong></td>
</tr>
<tr>
<td>Salon and spa equipment, including saunas</td>
<td></td>
<td><strong>Swimming pools and Spa</strong></td>
</tr>
<tr>
<td>Vending machines and water coolers</td>
<td></td>
<td><strong>Spas</strong></td>
</tr>
<tr>
<td>Irrigation systems</td>
<td></td>
<td><strong>Spa facilities</strong></td>
</tr>
<tr>
<td>Water features such as fountains</td>
<td></td>
<td><strong>Spa facilities</strong></td>
</tr>
<tr>
<td>Equipment used to heat swimming pools and Jacuzzis (ensure regular maintenance when you are closed and consider emptying them)</td>
<td></td>
<td><strong>Spa facilities</strong></td>
</tr>
<tr>
<td>Cleaning equipment, such as dishwashers and washing machines</td>
<td></td>
<td><strong>Spa facilities</strong></td>
</tr>
<tr>
<td>Water heating</td>
<td></td>
<td><strong>Spa facilities</strong></td>
</tr>
</tbody>
</table>

TravelSafe COVID-19 Guidance: sustainability tips for properties that are closed - Version 1.0 - July 2020
## Solid waste

Although you should be experiencing a significant reduction in the waste produced by your property, it is still important to separate and monitor your waste streams, and ensure they are properly recycled or disposed of in accordance with laws and regulations, and in a way that avoids pollution.

If your destination has reduced waste collection services, or is not properly managing waste they have collected, we recommend that you look for ways to safely store your waste until these services are resumed.

Take steps to prevent further waste by reviewing all of the standing orders you place with suppliers, and either suspending these or adjusting the amounts accordingly.

Monitor your outdoor areas and the area surrounding your property to ensure you are not generating any litter. If you are, take appropriate steps to prevent litter from your property polluting the area.

## Special food waste considerations

It is really important that you monitor any food and beverages you still have stored, and that you take steps to reduce wasting any items that will expire before you reopen. This could include:

- Donating to staff or people in your community
- Donating food to local farmers to use as animal feed or compost
- Finding ways to compost any remaining food waste, with disposing of it in your normal mixed waste being a last resort

Take steps to prevent further waste by reviewing all of the standing orders you place with food and beverage suppliers, and either suspending these or adjusting the amounts accordingly.

When monitoring your food and beverage supplies, remember to check vending machines and guest room minibars, as well as your kitchens and normal food and beverage storage areas.

## Chemicals

To prevent pollution and hazards from harmful chemicals, you should carry out regular checks of the chemicals you have in storage to ensure that containers are in good condition, that chemicals have not expired and that any protective equipment is still in good working order.

You should take measures to ensure that chemical storage areas remain secure (e.g. locked) and in good condition in order to reduce the risk of leaks and spills, as these are more likely to go unnoticed for longer periods when you are closed.

Take care to ensure that staff still working at your property know about the proper and safe management of chemicals including how to dispose of them, which should be done in accordance with all relevant laws and regulations.

If there is disruption to your usual waste management services (e.g. local authorities have suspended waste collection or processing), then you should look for a way to safely isolate environmentally hazardous waste (including containers that contain hazardous chemicals) until these services resume.

You should ensure there is no possibility that any leaks from your chemical storage areas can pollute soil, water (including seawater) or harm people or animals.

Add a check of chemical storage areas to any regular safety and security inspections that are carried out at your property when it is closed.

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## General equipment maintenance

Air conditioning and solar panels need regular cleaning and maintenance to ensure maximum efficiency and to reduce the risk of long-term damage.

Pay attention to dust that might be building up on outdoor equipment and try to keep to a regular maintenance schedule.

If you use outside contractors for this maintenance and they have suspended services due to coronavirus, try to make sure you schedule them to come to your property as soon as possible after these services are resumed. You could contact equipment manufacturers for interim cleaning instructions if needed.

Refrigerators, dishwashers and laundry equipment can still build up dirt and dust in motors when you are closed, so try to keep a regular cleaning and maintenance schedule.

Remember that equipment containing ozone depleting substances, such as refrigerators and air-conditioning units must be regularly and professionally serviced to reduce pollution.

## Your water supply and pipes

Add a check of leaks from pipes, taps, toilets and urinals to any regular safety and security inspections that are carried out at your property when it is closed and quickly address any problems.

Check the condition of any insulation on hot water pipes and fix issues as soon as possible.

Empty guest rooms and kitchens provide a good opportunity to carry out checks and repairs without disruption. This could include:

- Checking water flow rates and replacing any worn flow restricting equipment
- Checking for leaking toilet cisterns and making repairs
- Checking for leaking pipes in areas that can be hard to reach during normal operations, such as underneath sinks and in ceilings

Ensure that water safety protocols are maintained (e.g. legionnaires disease prevention).

## Wastewater

Although your property is probably producing a lot less wastewater, you are still expected to comply with all relevant laws and regulations.

Be aware that systems for managing water may not be maintained or monitored as closely due to less staff working, so you should address this by ensuring that regular checks are being carried out and that any issues are dealt with quickly.

Pay particular attention to inspecting the property during and/or after heavy rainfall to ensure your storm water systems are still in good working order, including ensuring that guttering is free from debris.

Add a check of gutters, pipes and drains to any regular safety and security inspections that are carried out at your property when it is closed.
Other considerations

Wildlife and animal welfare
Because there are less people around, you may find that wildlife is more likely to visit your property. Consider taking the following precautions to protect their safety and well-being:
- Secure areas where animals might become trapped so that you prevent access routes
- Look at ways to prevent animals from drowning in outdoor pools and other water features
- Secure food and chemical storage so that animals cannot eat or come into contact with things that might harm them
- Add general checks for trapped and distressed animals to any regular safety and security inspections that are carried out at your property when it is closed
If you normally provide basic care for stray cats and dogs, they could be suffering without this so consider ways to ensure they are still cared for and consult with local animal welfare organisations if you need advice or assistance.
If your business normally supports offshore activities involving captive or working animals, you should consider the impact that the lack of visitors from your property might be having on their care. Any action you decide to take should be guided by advice from reputable animal welfare organisations.
You should be taking all necessary steps to ensure the ongoing care and general well-being of any animals that are kept on your property, seeking expert advice from animal welfare and/or animal healthcare experts where needed.
Properties that are on or near wildlife reserves should consider ways they can support local organisations with the ongoing protection of these areas when there is limited tourism. For example, anti-poaching initiatives or illegal hunting/fishing.

Your staff
In some countries there are legislative changes relating to labour and human rights because of COVID-19. It is your responsibility to find out if these might affect you and to make any resulting changes in your business, even when you are closed.
Particular consideration should be given to the following areas:
- Sick leave
- Staff that have to isolate because they have COVID-19 symptoms or have come into contact with an infected person
- Furloughs (temporary paid or unpaid absences)
- Redundancies/layoffs
For staff that are still expected to come to work at your property, you should be considering ways that you can support them in terms of preventing coronavirus transmission. This includes things like:
- Social distancing rules and adjusting your work environment to account for these
- PPE (personal protective equipment)
- Preventing surface transmission in their workspaces and in common areas like kitchens and elevators
- Signage and training
- Any risks posed by their commute to and from work
If staff are working remotely, you might consider ways that you can support them with the following:
- Ensuring they have the right equipment to carry out work at home
- Flexible hours to account for childcare or caring for people who are ill
- Their mental health and general wellbeing when isolated
- Coronavirus prevention measures they can take
COVID-19 presents many other challenges for your staff that you might be able to support them with. These challenges will be wide ranging and could relate to financial hardship, death or illness of people that are close to them, stress and anxiety about their future and their job security, general anxiety caused by the pandemic, increased workload/responsibilities at home or at work.

Your community
Many local businesses, especially small businesses, will be facing new economic hardship because of coronavirus and a lack of tourists. It has never been more important to support these local businesses whenever you can. Review your supply chain in detail and look for opportunities to switch to local suppliers and smaller businesses when you reopen.
You could also think about long-term staff recruitment and development plans for when your business recovers from COVID-19. You may find ways to employ more local staff and to provide meaningful career development for them. There could be programmes run by your government or NGOs that provide funding for these types of job growth programmes. You might be able to spend time planning for new and/or training programmes and apprenticeships that offer more opportunities to local people, and these may offer opportunities for you to work with local schools, technical institutes and universities.
Vulnerable people in your community may be facing additional hardship because of the pandemic and increased unemployment may be creating more poverty. You could look for ways to support these people through donations of food, supplies or money. If your own resources are low, then you might be able to help local charities with campaigns to raise awareness of these issues and perhaps even support campaigns that could raise donations from your past guests.
In some destinations, schools may be closed but parents are still working, meaning there are more unsupervised children at risk of exploitation. You could review your child safeguarding policies and procedures to help address this issue. You should check your property for hazards to unsupervised children who may gain access without your immediate knowledge. For example, swimming pools, roof access, chemical storage and so on. If you believe this is a risk, then you should take steps to secure these areas.
Stray cats and dogs may be suffering more than usual if there are less tourists to feed them or simply because so many local people are staying at home. Working, farm and captive animals may be facing similar hardships, and there may be an increase in abandoned pets. You could talk to local animal welfare organisations and animal healthcare experts about ways that you can help.

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