


CITY OF ONTARIO

Agenda Report
December 16, 2025

SECTION:
ADMINISTRATIVE
REPORTS/DISCUSSION/ACTION

Department: Management Services
Prepared By: Claudia Y Isbell
Staff Member Presenting: Darlene M. Sanchez,
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Approved By: 

Submitted To: Council/OHA
Approved: _____
Continued To: _____
Denied: _____
Item No: 17

SUBJECT: A CITY COUNCIL ORDINANCE ESTABLISHING HOTEL EMPLOYEE SAFETY REGULATIONS

RECOMMENDATION: That the City Council introduce and waive further reading of an Ordinance establishing safety regulations for hotel employees.

THE FOLLOWING COUNCIL GOALS ARE BEING ACHIEVED:
Invest in the Growth and Evolution of the City's Economy

FISCAL IMPACT: There is no fiscal impact directly related to the introduction of this Ordinance.

BACKGROUND & ANALYSIS: The City of Ontario's reputation as a Business-Friendly City extends to the ongoing and continuous improvement to infrastructure, public safety and quality of life for its residents and businesses. As a result of a recent initiative effort, City Staff has drafted an Ordinance establishing regulations to protect hotel workers, thereby helping to keep hotel workers in the City of Ontario safe.

The Ordinance being introduced is designed to create and strengthen workplace safety for hotel employees.

Key highlights of this Ordinance include:

- Requirement of hotels to maintain dependable emergency response systems by designating trained personnel, such as security staff or on-duty managers, who are responsible for responding to alerts.
- At least one trained responder must be present at all times, and the training must cover hotel procedures, device operation, and the rights afforded to employees under the ordinance.
- Hotel employees may keep guest room doors open while cleaning, and employees who report threatening or violent guest behavior must be reassigned away from the offending guest upon request.
- Prohibits retaliation, requires employers to allow employees time to contact law enforcement, and mandates cooperation with any police investigation.
- Hotels must also provide written notice of these rights and procedures in the primary

languages spoken by more than ten employees.

Staff recognizes the need for an Ordinance establishing Hotel Worker Safety and recommends the City Council introduce and waive further reading of the Ordinance.