



COVID-19

CLEAN + SAFE GUIDANCE

For the Hotel Industry

SECOND EDITION
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RE-OPENING GUIDANCE FOR HOTELIERS



Let's start off with the obvious.

It's going to be different for everyone.

People's expectations of normal have changed and getting "back" will require planning, enhanced communications, and above all else, adaptability. Just like the myriad of options the hotel and lodging industry offers its guests; re-opening won't be a one-size fits all. That said, the industry can play an integral part in re-opening the economy - in whatever form that takes - by practicing cleanliness and safety.

We're here to help.

PLAN FOR RE-OPENING

- Make sure your employee expectations of a clean and safe work environment are met, if not exceeded. You'll need to prepare for different scenarios for a return to work that include those caring for others, children at home, and perhaps even an apprehension to return to the workplace.
- For guests, this is going to be a brave new world. Expect business to start off slow and for guests to not exactly know what being clean and safe means to them.

ENHANCED COMMUNICATIONS

- Talk to your employees. Outline the steps you're taking to protect them. Whether your property has been closed and you'll need your employees to get back in the groove or if you've remained open with a limited team, more communication is going to be needed.
- People aren't going to travel unless they feel safe. So, the hotel and lodging industry is going to need to make our guests and visitors feel safe. This is step #1 as far as our guests are concerned.

ADAPTABILITY

- Change is hard. Changing behavior is even harder. If there is one thing that is certain in these unique times, it's uncertainty. Be prepared to change and adapt. What works on the first day of a re-opening may be fine, or it may not work at all. The standards that are put in place may be too much, too little, or just right...and that may change over time as well.

This guide will provide some ideas and concepts for guest and employee considerations, workplace cleaning and safety suggestions, discussion of the possible guest experience, and finally, cleaning guidance. Additional guidance relevant for hotel and lodging operations, including [dine-in restaurants](#), [bars](#), [fitness centers](#), [family entertainment centers](#), [hair salons](#), and [retail operations](#), is available on the State of California's COVID-19 website.

As everyone continues to learn more about operating a lodging facility during the COVID-19 pandemic and beyond, it's important to stay updated on the latest information from the Center for Disease Control, the California Department of Public Health and your own local county health department, and, of course, CHLA's web site at www.calodging.com. In this ever-changing environment, it's important to remain current on the latest information.

Visit www.calodging.com
for the latest information.

GUEST CONSIDERATIONS



Ironically, technology rather than the human touch, is likely to play a huge part in the new meaning of hospitality. Specifically, less touching – of everything – is going to be a better perceived guest experience, at least in the short term.

GUEST ARRIVAL

- ☑ Have prominent signage for guests, such as this [sample](#) social distancing signage.
- ☑ Depending on service levels, consider having each visitor greeted prior to entry.
- ☑ Request guests and visitors to use hand sanitizer, reinforced with signage.
 - Place dispensers, touchless whenever possible, at key guest entrances and contact areas such as entry drives, reception areas, hotel lobbies, restaurant entrances, elevator landings, pools, and exercise areas.
- ☑ If at all possible, have guests enter through doors that are open, are automated or manually operated by an employee. Adhere to security protocols.
- ☑ Employees are not to open the doors of vehicles.
- ☑ Guests requesting bell service are assisted by an employee with gloves and other appropriate PPE and the bell cart is sanitized after each guest is assisted.

- ☑ No valet services, unless requested or special circumstances.
- ☑ If masks are required, consider having the hotel provide the masks. Display appropriate signage prominently, outlining proper mask usage and current physical distancing practices in use throughout the facility.

GUEST ELEVATORS

- ☑ Sanitize the button panels at regular intervals and/or have hand sanitizer available at or in elevators.
- ☑ Limit the number of guests permitted per elevator.
- ☑ Post signage to explain the current procedures.
- ☑ Consider floor markings in the elevator area to designate proper social distancing.

GUEST SANITATION AMENITIES

- ☑ Consider an amenity bag during check-in containing COVID-19 awareness information, hand sanitizer, and perhaps masks/gloves.
- ☑ Consider providing a spray bottle of sanitizer or wipes in each room for guest use (if available and stored out of reach of small children).

GUEST ROOMS

- ☑ Re-think the significant touch points in rooms:
 - Remote Control(s) – can guests use their cell phone/mobile device instead?
 - Limit amenities that aren't single use
 - Coffee/Tea Service
 - Reading Material

- Property Information/Room Service Menu (digital/wrapped)
- Consider removing unnecessary items
 - Decorative Pillows/Throw Blankets
 - Mini-Bars/Refrigerators
- Plan for no housekeeping during stay
 - Amenity 'drops' for longer stays
 - Only by special request
 - Only when guests aren't present
 - Minimize contact with guests' personal belongings
 - Increase room air circulation whenever possible
 - Consider allowing extra cleaning time (not required)
- Room service is likely to be very popular
 - Delivery/Pick-Up Protocols
 - Sanitization of Cutlery
 - Single Use Condiments
- Outside food delivery restricted to lobby hand-off (inform guests at check-in)

PHYSICAL DISTANCING

- Utilize floor markings and signage for standing at least six feet away from people not traveling with them while standing in lines, using elevators or moving around the property.
- Where not possible to physically distance, consider 'sneeze guards' for the front desk and other areas, require mask usage, set use limits for specific areas.

- Meet or exceed compliance with local or state mandated occupancy limits.
- Arrange seating and physical layouts to ensure appropriate distancing.
 - Lobby Seating
 - Outdoor Areas
 - Dining Outlets

WEBSITES/RESERVATIONS

- Communicate cleanliness and safety features
 - Property Level
 - Rooms
 - Employee Cleanliness + Safety
- Reservations
 - Set Expectations for Arrival
 - No-Touch Check-In Possibilities
 - Key/Information Prepared in Advance
 - Consider Sealed Packet
 - Notify Guests of Right to Cancel for Symptomatic Visitors/Guests
- Ramp Up Electronic Payment Options

DINING CONSIDERATIONS

- Inclusive Breakfast Service
 - Single Self-Service Buffet Items Only
 - Implement Cafeteria Style Service - Employee Served
 - Implement Grab-and-Go Service
- Consider reservations only for seated service
- Implement To-Go Service



EMPLOYEE CONSIDERATIONS

HAND WASHING

- ☑ Instruct all employees to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

COVID-19 TRAINING

- ☑ Educate your employees about COVID-19. Refer to the Center of Disease Control for information and [guidance](#).
- ☑ Ensure all appropriate employees are certified food handlers, per state regulations.
- ☑ Consider online training programs for employees from industry sources and educational institutions, such as community colleges.
- ☑ Be sure employees know and are aware of guest protocols and procedures.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

- ☑ Have all employees wear appropriate PPE based on their role and responsibilities and in adherence to state or local regulations and guidance.
- ☑ Provide mandatory training on how to properly use and dispose of all PPE.
- ☑ Per CDC recommendations, face coverings (masks) have been effective to mitigate risk, especially in areas where it's difficult or impossible to maintain social distancing. In some cities or counties, masks are required for guests and/or employees.
 - For employees where masks are appropriate/required, provide masks and require masks to be worn while on property. Provide gloves and/or protective eyewear to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.
- ☑ Housekeepers should wear masks and gloves, with protective eyewear highly recommended.
- ☑ In all circumstances, coverings worn by employees should be kept clean in accordance with CDC guidance.

SPECIAL NOTE ON PPE: Be sure your supplies are adequate. Hotels may have to source PPE materials from multiple sources. Limited supplies and buying restrictions should be anticipated.



EMPLOYEE MEETINGS/INTERACTIONS

- ☑ Conduct meetings virtually or in areas, including outdoors, that allow for appropriate physical distancing between employees.
- ☑ Consider staggering employee arrival times and breaks/meals in compliance with wage and hour regulations, to minimize traffic volume in back of house corridors and service elevators, if applicable.
 - Consider separate entry/exit doors
- ☑ Ensure management teams are in constant communication and proper PPE and sanitation procedures are followed and updated per the latest guidance.



TEMPERATURE CHECKS

- ☑ While current CDC guidelines do not require guest or employee temperature checks, hotels may want to consider implementing temperature checks for employees.
 - EEOC only recently allowed employers to take employee temperature readings, so be sure to frequently check for updates.
 - Those displaying a temperature over 100.4°F should be provided a secondary temperature screening (in private, if requested). Employees confirmed to have a temperature over 100.4°F should not be allowed entry to the property and will be directed towards appropriate medical care.
- Temperature readings are considered medical information. If kept, temperatures should be kept separately from personnel files.
- Provide employees with a compliant notice pursuant to the California Consumer Privacy Act.
- ☑ An alternative is to encourage employees to take temperatures at home/prior to their shift.



CLEANING PROTOCOLS



Use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

Hotels should be sure to use cleaning products as directed - aim to select disinfectant products on the N list with asthma-safer ingredients and always consult Chemical Data Sheets (SDS) for product use, proper mixing ratios, and how to properly protect employees and work with vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.



IF YOUR HOTEL HAS BEEN CLOSED

- ☑ Minimize the risk of Legionnaires' disease and other diseases associated with water, taking steps to ensure that all water systems and features (e.g., drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.

PUBLIC SPACES AND COMMON AREAS

- ☑ Increase the frequency of cleaning and sanitizing in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.
 - Consider reservations for gyms
- ☑ Hotels with golf facilities should only allow one player per cart, except for immediate family and people who cohabitate, and increase tee time spacing, and should only open once golf courses are allowed to reopen. Additional guidance on [outdoor recreation](#) is available on State of California COVID-19 website.

GUEST ROOMS

- ☑ Consider use of guest room door seals or other mechanisms, such as enhanced key control via property management systems, to indicate the room is clean and has been sanitized and unentered since cleaning.
- ☑ Use proven cleaning and sanitizing protocols to clean guest rooms, with particular attention

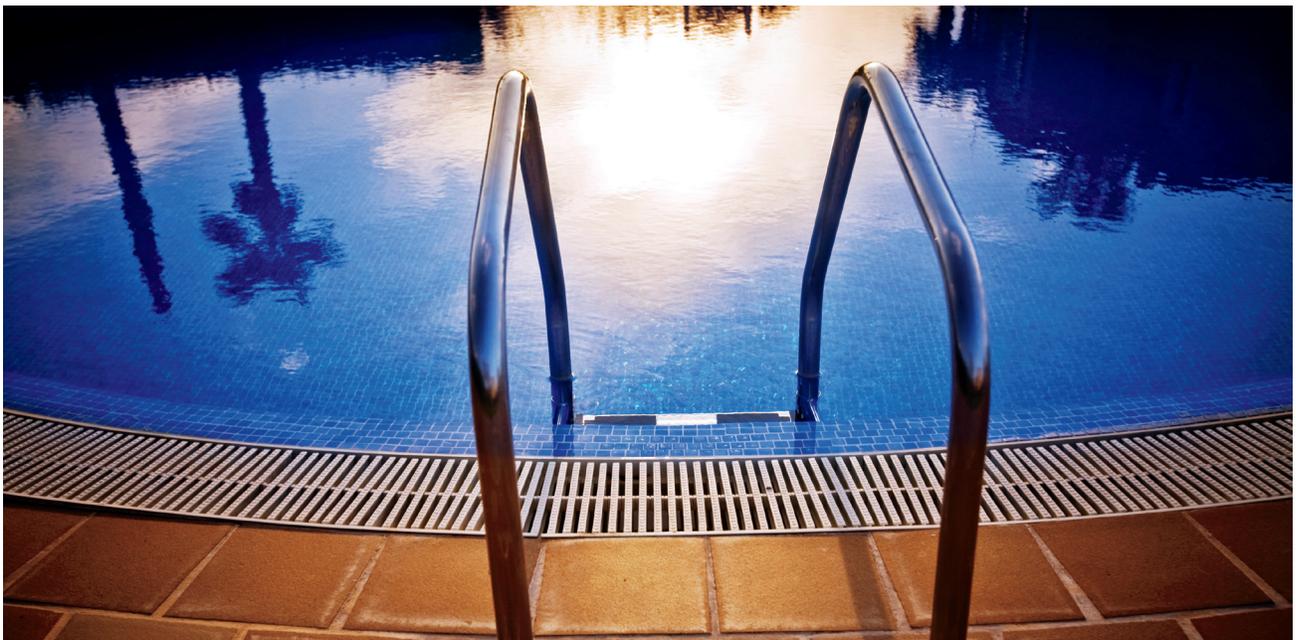
paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.

- If applicable, kitchen items must be cleaned between each guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.
 - If applicable, properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffee-makers, toasters, pantry shelves, and other areas.
- Laundry
 - Wash **all** bed linen and laundry at the hottest appropriate temperature and in accordance with CDC guidelines.
 - Contain/bag dirty linen in the guest room to eliminate excess contact while being transported to the laundry facility.
 - Do not shake dirty laundry
 - Consider leaving rooms vacant for 24 to 72 hours after a guest has departed. (Optional)

SWIMMING POOLS AND AQUATIC VENUES

(IF APPLICABLE)

- Hotels with swimming pools and splash pads should take additional steps to ensure those facilities are properly cleaned and disinfected for visitor use, according to [CDC guidelines](#). Saunas, steam rooms, and hot tubs should remain closed.
- Determine which List N disinfectants approved by the EPA are best for the pool/aquatic venue. Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3-8 ppm bromine) and pH (7.2-8). Ensure the safe and correct use and storage of disinfectants, including storing products securely away from children.
- Set up a procedure so that furniture and equipment (e.g., lounge chairs) that needs to be cleaned and disinfected is kept separate from furniture that has already been cleaned and disinfected. Label containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- Launder towels and clothing according to the manufacturer's instructions. Use the hottest appropriate water temperature and dry items completely. Handle towels with disposable gloves and minimal disturbance, i.e., do not shake them.





- ☑ Discourage people from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face (e.g., goggles, nose clips, and snorkels).
- ☑ If applicable, ensure that the facility has adequate equipment for guests, such as kick boards, pool noodles, and other flotation devices, to minimize sharing wherever possible. Clean and disinfect the items after each use.
- ☑ For indoor aquatic venues, introduce and circulate outdoor air as much as possible by opening windows and doors, using fans, or other methods. However, do not open windows and doors if doing so poses a safety risk to staff, visitors, or swimmers.
- ☑ Change the deck layout and other areas surrounding the pool to ensure that the standing and seating areas can support physical distancing requirements. This could include removing lounge chairs or taping off areas to discourage use.
- ☑ Provide physical cues or guides (e.g., lane lines in the water or chairs and tables on the deck) and visual cues (e.g., tape on the decks, floors, or sidewalks) and signs to ensure that staff, visitors, and swimmers stay at least six feet apart from one another, both in and out of the water.
- ☑ Where feasible, install impermeable physical barriers such as Plexiglas where staff and patrons must interact and physical distancing is difficult.
- ☑ Consider implementing reservations for pool use or implementing other mechanisms to support at least of six feet of physical distancing. This could include reserving lanes for individual lap swimming and half-lanes for individual travel party use.
- ☑ Ensure that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or physical distancing. Assign this monitoring responsibility to another staff member.
- ☑ Aquatic venues should avoid activities that promote group gatherings and should be aware of local regulations and policies on gathering requirements to determine if aquatic fitness classes, swim lessons, swim team practices, swim meets, or pool parties can be held.
- ☑ [CDC's Model Aquatic Health Code](#) has more recommendations to prevent illness and injuries at public pools.

BACK OF THE HOUSE

- ☑ Increase the frequency of cleaning and sanitizing in the high traffic back of house areas with an emphasis on the employee dining rooms, employee entrances, uniform control rooms (if applicable), employee restrooms, loading docks, offices, kitchens, etc.

SHARED EQUIPMENT

- ☑ Clean and disinfect shared tools and equipment during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, and all other direct contact items used throughout the hotel.
- ☑ Discontinue the use of shared food and beverage equipment in back of the house, including shared coffee/tea service, if possible.

ROOM RECOVERY PROTOCOL

- ☑ In the case of a presumptive COVID-19 positive, the guest's room should be removed from service and quarantined. The guest room should not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room should only be returned to service after undergoing an enhanced sanitization protocol in accordance with [CDC guidelines](#).

AIR FILTER AND HVAC CLEANING

- ☑ Follow manufacturer's directions and use high filtration efficiency filters. Do not touch the



surface of used air filters and remove/dispose of them with minimal disturbance using disposable gloves.

- ☑ Consider increasing the frequency of air filter replacement and HVAC system cleaning to maximize fresh air exchange.

THIRD PARTY SUPPLIERS

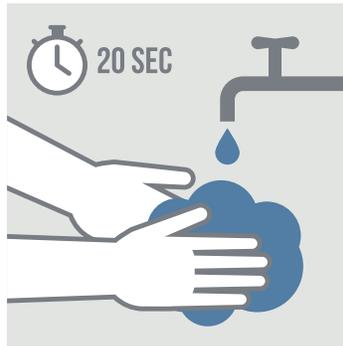
- ☑ Remind suppliers, delivery drivers, and other individuals from third-party companies of symptom screening and social distancing requirements.



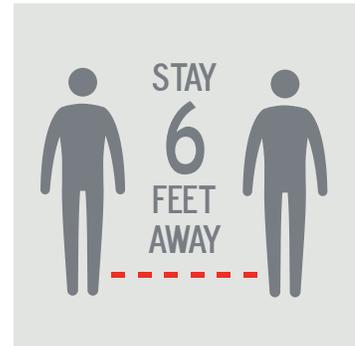
COVID-19 PREVENTION TIPS



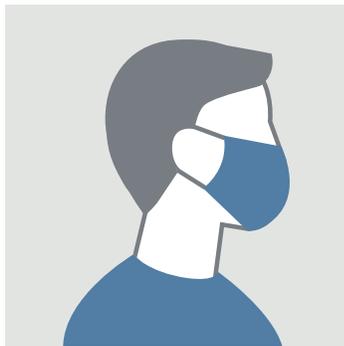
Instruct employees to stay home if they are sick and consider pre-screening employees for symptoms.



Wash hands thoroughly and frequently with soap and water or use hand sanitizer (minimum of 60% alcohol).



Maintain social distancing of at least six feet and avoid gatherings of groups of people.



Provide personal protective equipment (PPE) and require employees wear appropriate PPE based on their roles.



Inform guests and provide training to employees on the importance of Covid-19 prevention measures.



Increase the frequency of cleaning and sanitizing in all public spaces with an emphasis on frequent contact surfaces.



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