



Lynn S. Mohrfeld, CAE
President & CEO

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Today's Agenda

- ❖ When is the Re-Opening?
- ❖ General Guidance
 - ❖ Changes to Consider
 - ❖ Pitfalls to Watch Out For
- ❖ CHLA Clean + Safe Guidance
 - ❖ Summary Guidance
 - ❖ Member Self-Certification Program
- ❖ Matt Karp, CLSD, CFI-I
 - ❖ Detailed Hotel Recovery/Re-Opening





Thank You to Our Webinar Sponsor

DELL Technologies



For an extremely limited time, Dell has two Latitude laptop configurations that are ready to ship immediately. These are 50% off for CHLA members and prices start at \$519! These are call-in only specials. Please call 800-757-8442 and reference CHLA member ID 530002516161 or reach out to our Dell Account Executive, Steven Shipe (steven.shipe@dell.com).

When is the Re-Opening

- ❖ Governor's Press Conference
- ❖ Stage Three/Four



Coronavirus and Events: Outlook

	APR-JUNE 2020	JULY- SEPT 2020	OCT-DEC 2020	JAN-MAR 2021
LIKELIHOOD OF COMEBACK	UNLIKELY	UNLIKELY	SOMEWHAT LIKELY	SOMEWHAT LIKELY
RISK OF HOSTING YOUR EVENT	VERY HIGH	HIGH	MODERATE	MODERATE

Changes to Consider

- ❖ Visibility of Cleaning
- ❖ Final Answer?
- ❖ 9/11 Protocols
- ❖ Las Vegas Shooting
 - ❖ Do Not Disturb
 - ❖ Signage
 - ❖ Room Entry



Changes to Consider

❖ Visibility of Cleaning...and Safety



Pitfalls to Watch Out For

- ❖ Attorneys
 - ❖ ADA Compliance
 - ❖ COVID-19 Liability
- ❖ Workers Compensation
 - ❖ “Presumptive”
 - ❖ Senate Bill 1159
- ❖ Privacy!!!





Clean + Safe Guidance

- ❖ Hotel Industry Summary
 - ❖ Plan for Re-Opening
 - ❖ Enhanced Communication
 - ❖ ADAPTABILITY





Clean + Safe Guidance

- ❖ Hotel Industry Summary
 - ❖ Guest Considerations
 - ❖ Employee Consideration
 - ❖ Cleaning Protocols
 - ❖ Covid-19 Prevention Tips





Clean + Safe Checklist

❖ CHLA Exclusive Member Benefit

- ❖ Self-Certification Effort
- ❖ Best Practices
- ❖ Consumer Component
- ❖ “Certified” Signage



- ❖ Facility Window Signage
- ❖ Graphics
- ❖ Website
- ❖ Promotions
- ❖ Reservation Confirmations

CLEAN + SAFE CHECKLIST
For CHLA Members

Please complete this checklist, sign, and return to CHLA. You will then be sent a Clean + Safe window decal for posting at your property and images for website and promotional use including compliance with the CHLA Clean + Safe standards.

QUESTIONS?

❑ Enforcement signage is displayed, including any required anti-discrimination signage. From multiple locations, it identifies common areas, including elevators, as it required. Hygiene, sanitation and policies for all employees and guests. COVID-19 signs.

❑ Where physical distancing is not possible, service guests, mask requirements, or usage of face and hand sanitizers are in place.

❑ Properly posted and clearly visible hand sanitizer and provide handwashing instructions, at key areas as required and available.

❑ An advisory sign is posted that includes COVID-19 symptoms, how to prevent, hand sanitizers, and proper mask-wearing if provided.

❑ Signage either through direct line or another proposed sign of the same or similar message is posted by an employee or contractor.

❑ If employees do not wear the latest of guest services and they are not used directly.

❑ Guests regarding their services are available and the best set in certified after each use.

❑ If a guest is requested, this must be provided to the guest, and the guest manager or employee, including proper mask usage.

❑ Providing a range of service to guests in each room for guest use if available.

❑ A direct contact person can be reached at least once per hour, and the number of guests per room is limited.

❑ Multi-use and temporary items and amenities are removed from guest rooms.

❑ Housekeeping items will enter guest rooms through a clean, sealed or locked door.

❑ Guest service is provided for guests who have any symptoms, including any and single use consumables.

❑ Cleaning service is available to clean all surfaces, including ceiling fans or grab bars, service areas.

❑ The property routinely monitors operations to guests including cleanliness and safety features, as well as required items for service and staff.

EMPLOYER'S DECLARATION:

1. I, _____ of _____, certify that the above checked items are correct and accurate to the best of my knowledge.

Signature: _____ Title: _____

Please return this form to CHLA and email verification of your certification, you will be sent a Clean + Safe Certified window decal and images for website and promotional use.

CALIFORNIA HOTEL & LODGING ASSOCIATION
4150 Wilshire Boulevard, Suite 1000, Los Angeles, CA 90048
Tel: 310.441.1234 | Email: info@chla.org



Hotel Recovery From COVID-19



Matt Karp, CLSD, CFI-I
Sr. Loss Control Manager
Petra Risk Solutions, Inc.



Hotel Signage
Protecting Employees
Protecting Public Areas
Preventing Infection Spread
Startup Practices - Systems



CV19 Top Search Results







Disclaimer

- ❖ The COVID-19 Pandemic is an UNPRECEDENTED situation for ALL.
- ❖ I am NOT an Attorney, and there is no similar situation in the past that we can refer to.
- ❖ These are the BEST recommendations we can make at this time, based on the best available info.
- ❖ Everything is changing on a daily basis, so YOU also have to keep an eye on the official sources, like the CHLA, CDC, your local county health dept.
- ❖ Always check with your Ownership, Attorney or Management Company before you take action.



I. Signage



Types of Signage

- ❖ Social / Physical distancing requirements
- ❖ Brand / Management company CV19 Info
- ❖ Tape / Markings six (6) feet in distance for line areas, aisles, walkways
- ❖ Cloth face coverings
- ❖ CV19 symptoms



Social Distancing Supplies

Promote Safe Distances.





II. Staff Protection



PPE

Maintain an adequate supply of PPE for all employees:

- ❖ Vinyl / Nitrile Gloves
- ❖ Eye / Face Protection
- ❖ Cloth Face Coverings
- ❖ Disinfectant Wipes / Hand Sanitizer
- ❖ Source PPE SUPPLIES and SUPPLIERS
TODAY! TODAY! TODAY!



Reasons to Stay Home

- ❖ Employees should be instructed to STAY HOME if they are sick.
- ❖ Any employee who may carry out their work duties from HOME should be directed to do so.



Hygiene / Sanitation

- ❖ Break rooms / restrooms & other common areas disinfected frequently.
- ❖ Employees are allowed FREQUENT breaks to wash hands.
- ❖ Soap / water / hand sanitizer available.
- ❖ Disinfectant and related supplies available for all staff.
- ❖ All staff wearing cloth face coverings.
- ❖ Discourage employees from sharing food.



Workplace Distancing

- ❖ Desks / workstations separated by 6' or more.
- ❖ Stagger breaks / lunches [and reporting times, if possible].
- ❖ Reduce size of any groups/gatherings to > 10 people.
- ❖ Reassess the need for any in-person meetings, limiting as much as possible.



II. Public Areas



Reducing Density

Identify areas where hotel can reduce the density of occupants in order to support social distancing.

- ❖ Consider reducing # of entrances to hotel to facilitate monitoring.
- ❖ ID/mitigate “Choke Points” / High-Risk Areas.



Food & Self Service

- ❖ Prevent self-service of any food-related items.
- ❖ Food items pre-packaged in sealed containers.
- ❖ Bulk food items not available for self-service.
- ❖ Avoid buffet food, continental breakfast, happy hour, concierge lounges, happy hour.
- ❖ In-Room Dining leaves order at door.



Sanitation – Public Areas

- ❖ Restrooms normally open in public areas remain open.
- ❖ Employees assigned to clean bell carts and other guest use equipment.
- ❖ Frequent sanitization of frequently touched objects: Door handles, pens, chairs, payment systems, handrails, light switches, etc., etc.



III. Preventing Virus Spread



Preventing Spread

- ❖ Signage at entrances; Do not enter if symptomatic (Cough, fever, shortness of breath, pneumonia/bronchitis).
- ❖ Discourage shaking hands/hug as social greeting.
- ❖ Mitigate “touches” in check-in / out process as much as possible.
- ❖ Request guests minimize direct contact w/employees & other guests & vice/versa.



Preventing Spread

- ❖ Trash cans near all entrances / exits to make it easy for guests, visitors, employees to discard tissues, paper towels, etc.
- ❖ Reduce housekeeping services as much as possible; Items delivered to door.



III. Start-Up Procedures: Bldg. Systems



Building Services Startup

LIFE SAFETY

- Fire Alarm
- Fire Sprinkler System
- Kitchen Exhaust Hoods
- Ansul System

DOMESTIC WATER

- Sinks, Faucets
- Showers
- Laundry
- Ice Machines
- Dishwashers
- Drinking Fountains

FOOD SERVICE

- Refrigeration
- Beverage Equipment
- Gas Equipment

OTHER ESSENTIAL SERVICES

- Pest Control
- HVAC
- Waste Removal
- Pool / Spa
- Elevators / Escalators



Life Safety

- ❖ Check FACP (Fire Alarm Control Panel); ensure no “trouble” or “tamper” signals.
- ❖ Panel readout should read “*Normal*” or “*All Systems Normal*”.
- ❖ Fire sprinkler system properly pressurized, and fire pump functions normally.
- ❖ Kitchen exhaust hoods and make-up air for kitchen hoods should be operational before restoring gas service/igniting pilots.



Domestic Water

- ❖ In order to verify proper operation after being dormant, flush and / or flow water systems in accordance with manufacturers / installers / suppliers instructions.
- ❖ Dormant water-using systems present risk of bacteria formation including Legionella - very important to get this part right.



Other Essential Services

- ❖ Determine if regular waste removal needed - adjust schedule accordingly.
- ❖ Restore zone temps for comfort cooling/heat - verify normal operation.
- ❖ Elevators: Inspect by service vendor; check permits/inspections still current.



Resources for You

- ❖ Check back with the CHLA website often for updates.
- ❖ On the CHLA website, Petra Risk Solutions also has written handouts that cover COVID-19 and a short video explaining these COVID-19 procedures.
- ❖ Email requests to:
Covid19@petrarisksolutions.com
covid19info@calodging.com





Questions????

Or email your questions to:

Covid19@petrarisksolutions.com

covid19info@calodging.com



www.calodging.com

Contact:

Lynn S. Mohrfeld, CAE – CHLA President & CEO

Email: lynn@calodging.com / covid19info@calodging.com

Phone: 916-799-4592