COVID-19

CLEAN + SAFE GUIDANCE

For the Hotel Industry

PUBLISHED
April 30, 2020

CALIFORNIA
**HOTEL &
LODGING**
ASSOCIATION

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.

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, meeting and convention spaces, elevator landings, pools, salons and exercise areas.

- ☑ If at all possible, have guests enter through doors that are open, are automated or manually operated by an employee.
- ☑ 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, be sure the hotel can 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, at least once per hour 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.
- ☑ Provide 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 Menus (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
- ☑ 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
  - Meeting/Conference Rooms

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
- ☑ 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 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

- ☑ Where possible, conduct meetings outdoors with appropriate physical distancing.
- ☑ Conduct meetings virtually or in areas that allow for appropriate physical distancing between employees.
- ☑ Consider staggering employee arrival times and breaks/meals 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.
- ☑ 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 - 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.

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

GUEST ROOMS

☑ Consider use of guest room door seals or other mechanisms 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.

☑ Laundry
  - Wash **all** bed linen and laundry at a high 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 room vacant for 24 to 72 hours prior to or after cleaning.

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

☑ Sanitize 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 (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service.

AIR FILTER AND HVAC CLEANING

☑ Increase the frequency of air filter replacement and HVAC system cleaning to maximize fresh air exchange.
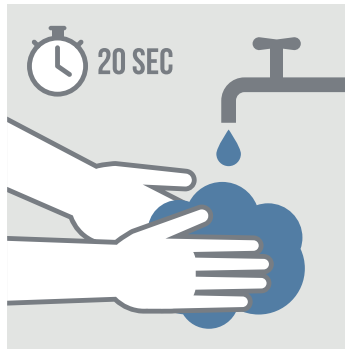
THIRD PARTY SUPPLIERS

☑ Remind suppliers, delivery drivers, and other individuals from third-party companies of 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 sanitzer (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.