

COVID-19 GUIDANCE FOR LODGING ESTABLISHMENTS

These guidelines will assist local lodging establishments in continuing to reduce the spread of COVID-19.

General Guidance

- Post signs to encourage the use of hand sanitizer or hand washing upon entering the facility for both customers and employees. Make sure soap and paper towels are available.
- Screen employees for symptoms prior to their shift.
- Prepare for staff absences. If possible, cross-train staff.
- Practice physical distancing of 6 feet in all areas.
- Food service must limit the number of customers to the following standards based on the food service dining area. To calculate occupancy for the order, review the calculation outlined in the Order.
 - Post signs to encourage the use of hand sanitizer or hand washing.
 - Dining for both indoor and outdoor should not exceed 25 percent of the occupancy.
 - Physical distancing of 6 feet must be maintained between tables for both indoor and outdoor dining.
 - No self-service buffets.
 - No counter or bar seating.
 - Use single service condiments (e.g. sugar, ketchup, creamer, salt) and utensils.

- Offer grab and go options. (place order from room and pick up at designated location)
- Employees and vendors do not count toward occupancy limitations.
- When physical distancing is not feasible; encourage the proper use of cloth face coverings by employees.
- Make hand sanitizer and disinfectant wipes available throughout the facility. Areas of focus should include the lobby, check-in desk, bathrooms and elevators. Increase the number of trash cans for proper disposal.
- Educate employees about how they can reduce the spread of COVID-19.
- Close “common areas” and avoid mass gatherings in lobbies or check in/out areas.

Cleaning and Disinfecting Guidance

General

- Disinfect key cards after each use.
- Set a schedule for cleaning and disinfecting public restrooms and common areas.
- Clean and disinfect high-touch surfaces daily including tables, doorknobs, hard-backed chairs, light switches, countertops, handles, desks, phones, remote controls, hand railings, toilets, and sink faucets.
 - Provide disinfectant wipes so staff can wipe down surfaces such as key pads, counters, pens, etc.
 - For disinfection, diluted bleach solutions, alcohol solutions with at least 70% alcohol, and most EPA-registered disinfectants should be effective.
 - Wear disposable gloves when cleaning and disinfecting surfaces.
 - Throw away gloves after each cleaning.
 - Wash hands immediately after gloves are removed.
- Remove books, magazines, newspapers, etc. from common areas.

Disinfection of hard surfaces

- Unscented diluted bleach solutions can be used to clean non-food contact surfaces.
 - Prepare a bleach solution by mixing:
 - 1/3 cup bleach per gallon of water **OR**
 - 4 teaspoons bleach per quart of water
- **Never mix bleach with ammonia or any other cleaner.**
- A list of EPA approved disinfectants can be found [here](#).
- Follow manufacturer's instructions for all products.

Laundry

- Wear disposable gloves when handling dirty laundry.
- Do not shake dirty laundry to avoid shaking the virus into the air.
- Encourage the use of cloth face coverings.
- Launder items according to manufacturer's instructions.
- If possible, use the warmest appropriate water setting for the items and dry items completely.
- Dirty laundry from an ill person can be washed with other guest items.
- Clean and disinfect laundry hampers/housekeeping carts.
 - Consider placing a bag liner that can be thrown away or that can be laundered.
- Launder employee uniforms at the end of each shift. Do not allow staff to wear uniforms home after their shift. Consider using a pair of shoes designated only for work.

Cleaning when a guest is under quarantine or isolation on property

- Wear disposable gloves when cleaning and disinfecting surfaces.
- Throw away gloves after each cleaning.
- Wash hands immediately after gloves are removed.

- Clean and disinfect high-touch surfaces daily including tables, doorknobs, hard-backed chairs, light switches, countertops, handles, desks, phones, remote controls, hand railings, toilets, sink faucets, etc.)
- Cleaning should be delayed a minimum of 24 hours (ideally 2-3 days) after guest has exited the room allowing the room to sit vacant.
- Open windows, if possible, to allow for increased ventilation.

Employee Health Guidance

- Screen employees upon arrival to work for symptoms.
 - Design a protocol for reporting self-monitoring before beginning shift
 - Use of touchless thermometers to check temperature before shift
- Require employees to stay home if they are sick. or if they report to work with a symptom
- Individuals at high-risk should continue to remain at home and not interact with others except for vital activities.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and follow CDC recommended precautions.
- Encourage respiratory etiquette, including covering coughs and sneezes.
- Require hand washing/sanitizing by workers at appropriate places within the business.

Social Distancing Guidance

Employees and Patrons

- Lodging facilities must meet physical distancing requirements by maintaining at least six feet from employee to employee and employee to patron to minimize the risk of spreading coronavirus infection. Recognizing that this may be challenging, below are examples:
 - Post signs, floor markings, etc. with clear instructions of steps employees and patrons should take to maintain physical distancing.
 - Post signs informing patrons of their responsibility to stay in their room when presenting symptoms.

- Mark off six feet spacing for patrons standing in line or checking out.
- Space kiosk/register six feet apart or use every other station.
- In spaces where employee/customer distancing cannot be maintained, a physical barrier should be used (plexiglass panel).

Employers and Employees

- Stagger shifts and schedules for employees when possible.
- Take breaks and meals outside or where proper physical distancing is attainable.
- Close common areas (e.g. breakrooms, meeting rooms, etc.) where employees and customers are likely to congregate and interact.
- Increase physical space between employees at the worksite. (e.g. having employees working at every other workstation, etc.)

Conference/Banquet Rooms

- Consider using videoconferencing or teleconferencing when possible for seminars and group meetings.
- When videoconferencing or teleconferencing is not possible, hold meetings in open, well-ventilated spaces.
- Seating in conference/banquet rooms should be set up such that 6 feet of physical distancing can be maintained at all times.