



Guidance for Re-Opening During COVID-19 Recovery

Public Health
Environmental Health Services

As we work towards recovery from the COVID-19 pandemic, there are precautions hotel, motel, and lodging managers and staff can take to safeguard guests and employees from spreading the virus.

Hotels, Motels, and other Lodging



Worksite Written Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within 6 feet for 15 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.
- Include contact information for San Bernardino County Department of Public Health for communicating information about COVID-19 outbreaks among employees.



Personal Hygiene & Training for Employees

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors, contractors, or other workers entering the establishment.
- Educate staff on the most common [COVID-19 symptoms](#). Have them to stay home if they feel ill and/or exhibit any symptoms.
- Follow [CDC's guidelines](#) on when to seek medical attention and when to return to work.
- Wear face coverings or masks.
- Train staff to use disinfectants safely. Wear gloves and other required personal protective equipment (PPE) when cleaning.
- Refrain from touching the eyes, nose, and mouth.
- Practice social distancing by standing at least 6 feet away from guests and other workers.
- Emphasize effective hand hygiene, especially after going to the bathroom, after blowing your nose, coughing or sneezing, and before eating.
- Wash hands often with soap and water for at least 20 seconds.
- If handwashing is not possible, then use an alcohol-based sanitizer with at least 60% alcohol.





Cleaning and Disinfection

- To ensure disinfectant is effective against viral pathogens, use only [EPA-registered disinfectants](#).
- Follow the manufacturer's instructions for proper use of the disinfectant to ensure maximum effectiveness.
- Soft porous items such as bed comforters, pillows, bed scarfs, and bedsheets, may become contaminated with the virus, so it is important to wash them frequently with the warmest water possible, and include disinfectants. For items such as carpeted floors, rugs, and drapes, remove visible contamination and clean with appropriate cleaners indicated for use on these surfaces and allow to dry completely.
- If possible, provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests.
- Provide alcohol-based hand sanitizer that contains at least 60% alcohol in all guest contact areas and to all staff.
- Schedule and perform routine cleaning and disinfection of all frequently touched contact surfaces including, but not limited to:
 - Items inside public guestrooms including television remote controls, toilet flush handles, door handles, water faucet handles, and flooring
 - Items in public spaces such as tables in the lobby area, buttons on elevators, ice and vending machines
 - Front desk, including room keys and key cards
 - Restrooms
 - Fitness rooms
 - Swimming pool area (see additional guidance here)
 - Kitchen and dining facilities (see additional guidance here)
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels and hand sanitizer when needed.
- Vacuum cleaners must be equipped with HEPA filters. Avoid sweeping floors with a broom; if possible, use a vacuum cleaner instead.
- To minimize the risk of Legionnaires' disease and other diseases associated with water, take steps to ensure that all water systems and features (e.g. drinking fountains, decorative fountains) are safe to use after a prolonged facility shutdown.
- Discontinue the use of shared food and beverage equipment in office pantries (including shared coffee brewers). Close manually operated ice machines or use hands-free machines.
- All reusable collateral, such as magazines, menus, local attraction details, coupons, etc., should be removed from guest rooms. Critical information should be provided as single-use collateral and/or electronically posted.
- Consider leaving rooms vacant for 24 to 72 hours after a guest has departed.
- In the event of a presumptive case of COVID-19, the guest's room should be removed from service and quarantined. The guest room should not be returned to service until the 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.



Record Keeping

- Implement a record keeping process to help trace who has been in contact with any infected individuals (if applicable). Records that should be kept include, but are not limited to:
 - Guest registration records
 - Employee work assignments
 - Documentation of key control procedures
 - Electronic lock records
 - Security camera closed circuit tapes
- Records should be kept for a minimum of 90 days.





Safety Measures for Customers

- Guests and visitors should be screened upon arrival and asked to use hand sanitizer and to wear a face covering. Face coverings should be provided to guests who arrive without them, if feasible. Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices in use throughout the property.
- Implement measures to discourage social gatherings in common spaces (i.e. lounge, lobby, etc.).
- Limit the number of individuals riding in an elevator and ensure the use of face coverings. Use signage to communicate these requirements.
- Place signs that advise cough and sneeze etiquette, hand hygiene, and wearing of face coverings.
- Post sign at entrance discouraging those who have cold or flu-like symptoms from entering and/or staying.

 Hotels and Lodging facilities with swimming pools should follow these guidelines, [COVID-19 Guidance for Re-opening Public Swimming Pools and Spas](#).



For More Information

For additional information and guidance, please reference:
[COVID-19 Industry guidance for Hotels, lodging, and short-term rentals](#).

For questions specific to housing service operations:

Call or text (800) 442-2283
or visit
wp.sbcounty.gov/dph/programs/ehs

For questions specific to COVID-19:

Email:
coronavirus@dph.sbcounty.gov
Call: (909) 387-3911
(Monday – Friday, 9 a.m. – 5 p.m.)
or visit:
sbccovid19.com

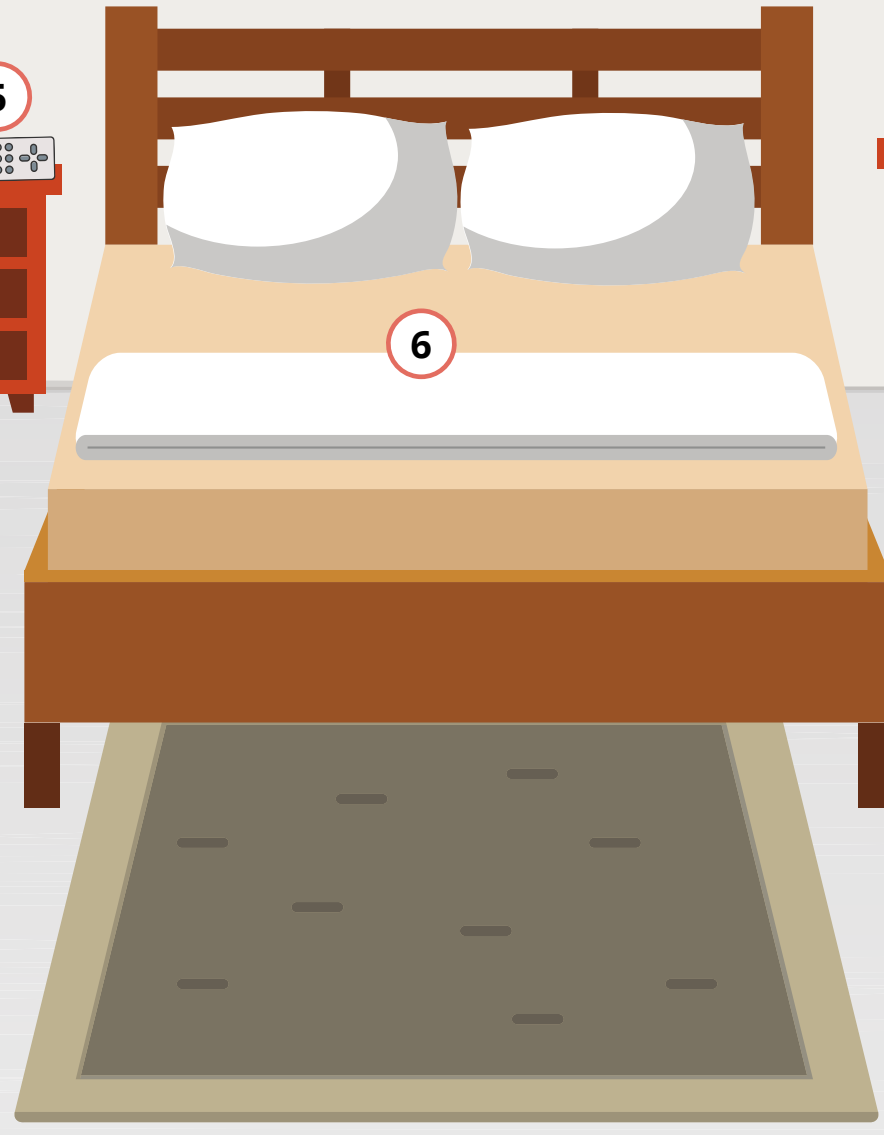
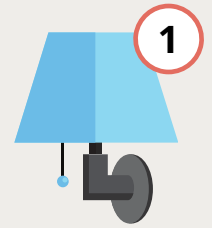
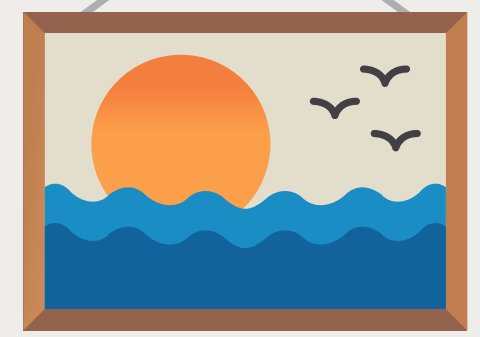
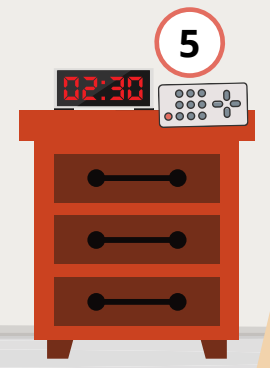
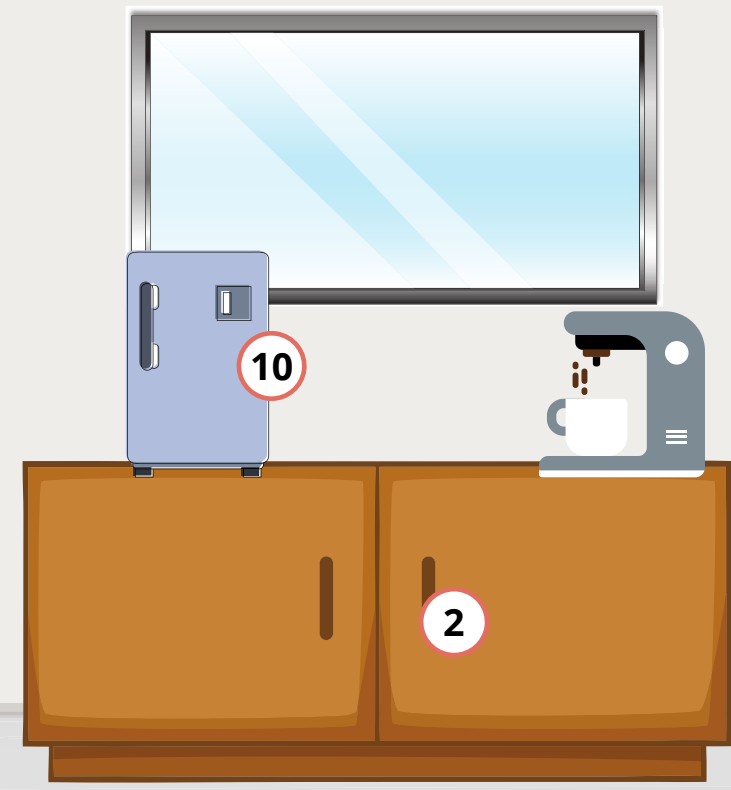
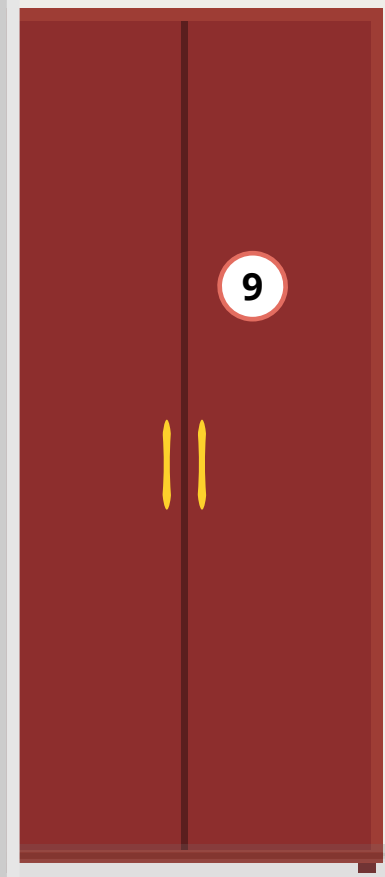
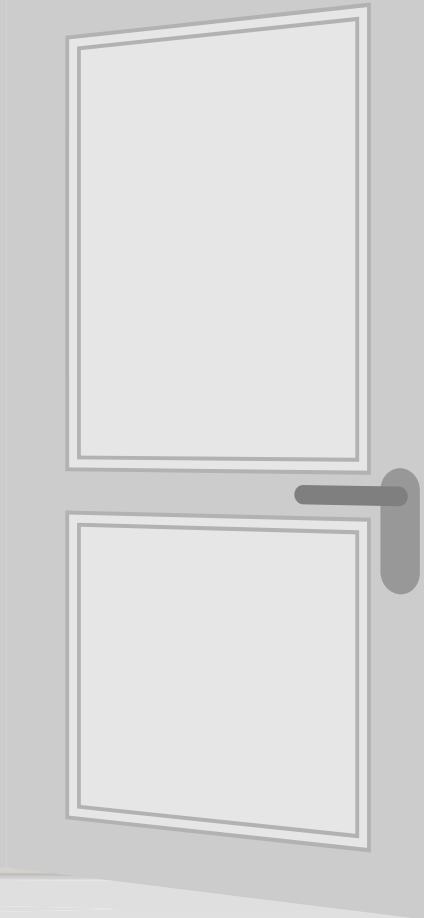
References:

- Kline,S.,Horney,J.,Kirsh,K., (2020,March). COVID-19 Tips for Hotel Managers. *Opinion Article*. Retrieved from <https://www.hospitalitynet.org/opinion/4097377.html>
- Centers for Disease Control and Prevention (CDC): [CDC.gov/coronavirus/congregatehousing](https://www.cdc.gov/coronavirus/congregatehousing)





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Deep Cleaning for High-Touch Surface Areas in Guest Rooms

- 1 Switches and Electronic Controls**
Lights, lamps, switches and electronic controls
- 2 Handles & Knobs**
Doors, closets, drawers, furniture knobs and drapery pull handles
- 3 Major Bathroom Surfaces**
Toilet handles and seats, splash walls, shower/tub controls and sink faucets.
- 4 Climate Control Panels**
- 5 Telephones, Remote Controls & Clocks**
Handsets, dial pads and function buttons

- 6 Bedding**
All bed linens including duvet covers, pillowcases and sheets
- 7 Bath Amenities**
Bulk dispensers, individual amenities, tissue boxes, soap dishes, amenity trays and hair dryer
- 8 Hard Surfaces**
Tables, desks and nightstands
- 9 Closet Goods**
Iron, safe handle and keypad
- 10 In-Room Food & Beverage**
Cutlery, glassware, ice buckets, refrigerator, microwave, kettle and coffee maker.

