

## BEST PRACTICES FOR THE LODGING INDUSTRY:

- Full cleaning and sanitizing before reopening.
- Purchase cleaning supplies, face masks and gloves.
- In addition to customary cleanliness standards, ensure all high touch areas are appropriately disinfected - light switches, door handles, TV remotes, clocks, thermostats, counter tops, and bathroom fixtures.
- Remove in-room washable glassware and replace with disposable cups. In vacations rentals, all cups, glasses, dishes and silverware must be run through dishwasher upon checkout of each guest.
- Remove extraneous paper literature used by multiple guests.
- Launder comforters/duvet covers/coverlets between each new arrival.
- Explore Use of electrostatic disinfection sprayers.
- Sanitize lobby areas, restrooms, guest entrances, fitness centers, and elevators more frequently.
- Limit the number of individuals in meeting rooms, fitness centers, and public gathering areas to maintain appropriate social distancing and in accordance with any government order.
- Increase placement of touchless hand sanitizing stations.
- Pool furniture arranged in small groupings 6' apart.
- Remove all magazines, newspapers and promotional pamphlets from all common areas.

## EMPLOYEES:

- Screening questions to confirm the employee is not suffering from any illness or has been exposed to anyone that has been diagnosed with COVID-19.
- Wear face masks if required by law or if employee chooses to wear one.
- Provide face coverings as needed for all employees if required by law to wear one.
- Gloves for appropriate positions.
- Prohibit employees from coming to work if feeling ill, have a temperature or have had contact with an individual that has tested positive for COVID-19.
- Plexiglas at counter/registration desk.
- Hand sanitizer is available for use at all times.
- Required hand washing.
- Continual cleaning of all non-porous counters, doors, handles, etc. through out the day.
- Educate on symptoms of COVID-19 and related illness policies, emphasizing the need for symptomatic/exposed employees to report circumstances and self-quarantine.
- Enhanced training on Personal Protective Equipment (PPE) and Safety Data Sheets (SDS) to ensure all employees can safely use provided supplies effectively. Explain differences between cleaning and sanitizing.
- Review back of the house areas (ex. employee breaks rooms, gathering spots, employee entrances, etc.) to ensure social distancing and appropriate cleanliness can be maintained.
- Disinfect workspace prior to a different employee/shift taking over. (Applicable to front desk, laundry room, reservations center, shared offices, and housekeeping carts/closets).
- Disinfect key cards, pens, credit card machines, front desk counter, and bell carts after guest use.
- During periods of low to medium occupancy, guest rooms should be spread out as much as possible.
- Ensure employees stay 6 feet apart whenever practical.
- Adjust seating in break rooms and common areas to reflect social distancing practices.
- Prohibit gatherings or meetings of employees of 10 or more during working hours.
- Permit employees to take breaks outside, in the cafeteria, or in such other areas where proper social distancing is attainable.
- Restrict interaction between employees and truck drivers, deliveries, contractors, etc.
- Implement touchless receiving practices if possible.
- Adjust training/onboarding practices to limit number of people involved and allow for 6 foot spacing; use virtual/video/audio training when possible.
- Discourage employees from using colleagues' phones, desks, workstations, radios, handhelds/wearables, or other work tools and equipment.
- Prohibit handshaking and other unnecessary person-to-person contact in the workplace.
- Recommend against bellman service, however if needed, hotel personnel should not travel to the guest room with the guest, but deliver their luggage either before or after guests arrive to their room.
- Assembly/line areas at the front desk should have clear markings on the floor to indicate proper spacing distances from other guests .
- Arrival packets should be assembled in advance with the proper protections. This will avoid handing any more items than necessary across the front desk.

## CUSTOMERS:

- Contact less payment.
- For older POS system that requires a signed credit card slip, provide clean pen for each customer. Wipe all pens with sanitizing wipe after each use.
- Contact free check-in.
- Keyless entry.
- Wipe down POS system after each use by customer.
- Hand sanitizer available in all common areas.
- Assure guests their room has been appropriately disinfected and inspected prior to their arrival.
- Ask guests staying two or more nights if they wish to have daily housekeeping service or prefer no employees enter their room during their stay unless required due to emergency.
- Implement "light touch" stay over service to limit time in guest rooms.
- In vacation rentals, guests are advised to wash all cups, glasses, dishes, silverware and cookware in warm soapy water or dishwasher before and after use.
- Minors should be accompanied by an adult at all times.
- Due to the proximity necessary in guest elevators, ask that guests wear face masks or face protection while riding the elevators for both their safety and the safety of others.
- Post signs in the lobby to remind guests of social distancing measures.