

# COVID-19 General Checklist for Hotels, Lodging, and Short-Term Rentals

July 2, 2020

This checklist is intended to help hotels, lodging, and short-term rentals implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Hotels, Lodging, and Short-Term Rentals](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



## Contents of Written Workplace Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Use of face coverings, in accordance with the [CDPH guidance](#).
- Training and communication with workers and worker representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts and infected workers.
- Protocols for when the workplace has an outbreak, in accordance with [CDPH guidance](#).



## Topics for Worker Training

- Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have symptoms of COVID-19 as described by the CDC, such as a cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they had contact with has been diagnosed with COVID-19.
- To return to work after a COVID-19 diagnosis only after 10 days since symptom onset and 72 hours of no fever.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of cloth face covers, including information in the [CDPH guidance](#).

- Information on paid leave benefits, including the [Families First Coronavirus Response Act](#) and the Governor's [Executive Order N-51-20](#), and workers' compensation benefits under the Governor's [Executive Order N-62-20](#) while that Order is in effect.
- Train any independent contractors, temporary, or contract workers in these policies and ensure they have necessary supplies and PPE.



## Individual Control Measures & Screening

- Symptom screenings and/or temperature checks.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide and ensure workers use all required protective equipment, including disposable gloves. Consider disposable gloves as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- Housekeeping must only service rooms when guests are not present.
- Instruct housekeepers to minimize contact with guests' personal belongings when cleaning.
- Instruct housekeepers to have ventilation systems operating and/or windows open if possible, to increase air circulation.
- Hotels should allow housekeepers extra time to clean rooms without loss of pay to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests.
- Inform guests of the facility's new policies and procedures prior to their arrival, including physical distancing requirements and cleaning and disinfection schedules.
- Guests and visitors should be screened upon arrival and asked to use hand sanitizer and to wear a face cover. Provide face coverings to guests who arrive without them.
- Appropriate signage should be prominently displayed at all entrances and strategically throughout the property on face covering and physical distancing.



## Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces.
- Clean and sanitize shared equipment between each use.
- Provide time for workers to implement cleaning practices during their shift.
- Make hand sanitizer and other sanitary supplies readily available to employees.
- Ensure that sanitary facilities stay operational and stocked at all times.
- Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and provide workers training on chemical hazards, product instructions, ventilation requirements, and Cal/OSHA requirements.

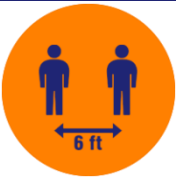
Provide protective equipment. Follow the [asthma-safer cleaning methods](#) recommended by the CDPH.

- ❑ Clean floors using a vacuum with HEPA filter or other methods that do not disperse pathogens into the air.
- ❑ Ensure all water systems and features, such as drinking fountains and decorative fountains, are safe to use after a prolonged facility shutdown.
- ❑ Avoid sharing phones, tablets, and other work and office supplies wherever possible. Discontinue use of shared food and beverage equipment in office pantries. Clean and disinfect any shared tools and equipment.
- ❑ Close manually operated ice machines or use hands-free machines.
- ❑ Consider upgrades to improve air filtration and ventilation.



## Additional Cleaning and Disinfecting Protocols for Hotel Operations

- ❑ Remove reusable collateral from rooms. Critical information should be provided as single-use collateral and/or electronically posted.
- ❑ Clean kitchen items between each guest stay. Provide adequate dish soap and new, unused sponges for each guest upon arrival. Consider replacing utensils with one-time use dinnerware.
- ❑ Properly clean all appliances and kitchen areas.
- ❑ Bag dirty linens for transport and wash at a high temperature and cleaned in accordance with [CDC guidelines](#). Remove and launder all linens between each guest stay, including items that appear not to have been used.
- ❑ Consider leaving rooms vacant for 24 to 72 hours between occupancy.
- ❑ Develop a quarantine and cleaning plan for rooms where an infected guest has been.
- ❑ Install hand sanitizer dispensers throughout the property.



## Physical Distancing Guidelines

- Implement measures to physically separate workers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- Reconfigure, restrict or close breakrooms and create alternative space for breaks where physical distancing is possible.
- Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Redesign work spaces to allow for at least six feet distancing.
- Limit the number of people allowed on an elevator at one time. Post signage to communicate these requirements.
- Eliminate person-to-person contact for delivery of goods.



## Additional Physical Distancing Guidelines for Hotel Operations

- Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by a dedicated gloved worker.
- Implement peak period queueing procedures to enforce physical distancing.
- Employees should not open the doors of cars or taxis.
- Guest room service should use contactless pick-up and delivery protocols.
- Hotels with golf courses should only open them when golf courses are allowed to reopen, then follow implement measures for physical distancing and follow guidance on outdoor recreation.

# Additional Considerations for Short-Term Rental Units

- If renting a room or space in an occupied residence, take precautions to limit interaction between residents, tenants, and guests, and avoid sharing household items. Clean and disinfect all shared areas frequently and encourage physical distancing and face coverings.
- Offer remote check-in.
- Implement standard check-in and checkout times.
- Display signs outlining use of face coverings and physical distancing at the property.
- Thoroughly clean and disinfect the property or rented room after each guest stay.
- Line all garbage cans and remove leftover recycling and garbage from the rental unit, including food left by the previous guest.
- Remove and launder all linens between each guest stay. Wear disposable gloves when handling dirty laundry and discard after each use.
- Launder linens at the warmest appropriate temperature according to manufacturer's instructions. Dry items completely. Do not shake dirty laundry.
- Clean and disinfect laundry hampers. Place a bag liner in the hampers.
- Clean all soft surfaces based on the manufacturer's instructions, as appropriate.
- Clean kitchen items between each guest stay. Provide adequate dish soap and new, unused sponges for each guest upon arrival. Consider replacing utensils with one-time use dinnerware, if feasible.
- Consider instituting a 24-72 hour waiting period after a guest checks out before cleaning the rental units.
- After each guest stay, clean all appliances and kitchen areas.
- Only use vacuum cleaners with HEPA filters to clean floors.
- Use appropriate multi-surface cleaners to clean bathrooms, including the floor and mirrors.
- Provide extra hand soap, paper towels, toilet paper, disinfectant wipes, etc.
- Communicate with guests on the cleaning and safety measures.
- Defer nonessential maintenance while the rental unit is occupied.
- Replace HVAC/air filters per the manufacturer's directions.

# Additional Considerations for Swimming Pools and Aquatic Venues

- Ensure swimming pools and splash pads are properly cleaned and disinfected for visitor use.
- Keep water slides, water rides, and other water attractions closed until such operations can resume.
- Keep saunas, steam rooms, and hot tubs closed until such operations can resume.
- For indoor pools, face coverings must be worn when out of the water or shower areas, unless exempt from the CDPH guidance.
- For outdoor pools, face coverings must be worn when out of the water whenever six-foot physical distancing cannot be maintained, unless exempt under the CDPH guidance.
- Maintain proper disinfectant levels and pH.
- Ensure safe and correct use and storage of EPA-registered disinfectants, and store products securely away from children.
- Set up a system to distinguish furniture and equipment that have already been cleaned versus those that have not.
- Launder towels and clothing at the warmest appropriate temperature according to manufacturer's instructions. Dry items completely. Handle towels with disposable gloves and minimal disturbance.
- Ensure that the facility has adequate equipment for patrons, such as kick boards, pool noodles, and other flotation devices, to minimize sharing. Limit the use of the equipment to one patron at a time and clean and disinfect the items after each use.
- For indoor aquatic venues, introduce and circulate outdoor air as much as possible by opening windows and doors, using fans, or other methods, as long as it does not pose a safety risk.
- Rearrange the deck layout and other areas surrounding the pool to ensure that the standing and seating areas can support physical distancing.
- Provide physical cues or guides (e.g., lane lines in the water or chairs and tables on the deck) and visual cues (e.g., tape on the decks, floors, or sidewalks) and signs to ensure that workers, visitors, and swimmers stay at least six feet apart from one another, both in and out of the water.
- Install impermeable barriers where staff and patrons must interact and physical distancing is difficult.
- Consider implementing reservations for pool use or implementing other mechanisms to support physical distancing.
- Assign workers other than lifeguards to monitor handwashing, use of cloth face coverings, and physical distancing.

