



# COVID-19 INDUSTRY GUIDANCE: Hotels, Lodging, and Short-Term Rentals

October 20, 2020

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*This guidance is designed to address sectors and activities opening statewide. However, local health officers may implement more stringent rules tailored to local epidemiological conditions, so employers should also confirm relevant local opening policies.*



# OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact or in a poorly ventilated area with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include hospitals, long-term care facilities, prisons, food production, warehouses, meat processing plants, restaurants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by workers (where respiratory protection is not required) and customers,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training workers on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

# PURPOSE

This document provides guidance for the hotel, lodging, and short-term rental industries (lodging operators) to support a safe, clean environment for workers and customers. Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations:

- **Purple – Widespread – Tier 1:** Lodging operations are permitted. Fitness centers must operate outdoors. Outdoor hot tubs can open only for use by household groups or in cases where six feet of distancing can be maintained. Indoor pools, hot tubs, saunas, and steam rooms must remain closed. Lodging operations must follow this guidance.
- **Red – Substantial – Tier 2:** Lodging operations are permitted. Fitness centers can open indoors at 10% capacity. Indoor pools, hot tubs, saunas, and steam rooms must remain closed. Lodging operators must follow the modifications in this guidance.
- **Orange – Moderate – Tier 3:** Lodging operations are permitted. Fitness centers can open indoors at 25% capacity. Indoor pools can open when physical distancing can be maintained for non-household groups. Indoor pools do not include any indoor water parks or water rides. Indoor hot tubs, saunas, and steam rooms must remain closed. Lodging operators must follow the modifications in this guidance.
- **Yellow – Minimal – Tier 4:** Lodging operations are permitted. Fitness centers can open indoors at 50% capacity. Indoor pools, hot tubs, saunas, and steam rooms can open but physical distancing must be maintained for non-household groups. Indoor pools do not include any indoor water parks or water rides. Lodging operators must follow the modifications in this guidance.

For the most updated information on county tier status, visit [Blueprint for a Safer Economy](#). Please note that local health departments can have more restrictive criteria and different closures. Find [your county's local information](#).

**NOTE:** Lodging operators may have a number of operational aspects and service offerings available in other guidance on the [Industry Guidance to Reduce Risk](#) website. Operators must review this guidance to apply the appropriate protocols to all aspects of their operations. Such operations include:

- Restaurants, dining, and food service (Restaurant guidance)
- Bars (Bars, Breweries, and Distilleries guidance)
- Gyms, fitness centers, and exercise instruction (see Fitness Facilities guidance)
- Gift shops and retail operations (Retail guidance)
- Family entertainment centers, including miniature golf and arcades (Family Entertainment Centers guidance)
- Child care (Child Care guidance)

- Trams, shuttles, and other transit (Public and Private Passenger Carriers, Transit, and Intercity Passenger Rail guidance)
  - Limit shuttle service whenever possible and in accordance with obligations to individuals with disabilities.
- Grounds, building maintenance, custodial services (Limited Services guidance)

Hotel, lodging, and short-term rental operations with meeting venues, banquet halls, or convention centers must keep those establishments closed until allowed to resume modified or full operation. Property managers, timeshare operators, and other rental unit owners and operators **must only rent unoccupied units and cannot rent rooms or spaces within an occupied residence until otherwise notified.** A residence or unit that is rented while the operator is not physically present, or has a separate exterior entrance and exit that does not require the use of shared facilities, and is otherwise unoccupied, should be considered an unoccupied unit. When allowed to reopen to modified or full operation, operators should refer to the [Blueprint for a Safer Economy](#).

The guidance is not intended to revoke or repeal any worker rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.<sup>1</sup> Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Guidance on Requirements to Protect Workers from Coronavirus webpage](#). CDC has additional guidance [for businesses and employers](#).

## Required Use of Face Coverings

On June 18, CDPH issued [Guidance on the Use of Face Coverings](#), which broadly requires the use of face coverings for both members of the public and workers in all public and workplace settings where there is a high risk of exposure. Complete details, including all requirements and exemptions to these rules, can be found in the [guidance](#).

The [CDPH Face Covering Guidance](#) is subject to additional updates based on the current scientific understanding of transmission of the virus causing COVID-19. Please check the CDPH website for any revisions.



## Workplace Specific Plan

- Establish a written, workplace-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas and work tasks, and designate a person at each facility to implement the plan.
- Incorporate the [CDPH Face Covering Guidance](#) into the Workplace Specific Plan and include a policy for handling exemptions.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among workers or guests.
- Train and communicate with workers and worker representatives on the plan and make the plan available to workers and their representatives.
- 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.
- Implement the necessary processes and protocols when a workplace has an outbreak, in accordance with [CDPH guidelines](#) and orders or guidance from the local health department.
- Identify close contacts (within six feet for 15 minutes or more) of an infected worker and take steps to isolate COVID-19 positive worker(s) and close contacts.
- Notify all employees in writing, and employers of subcontracted employees, who may have been exposed to COVID-19 and report workplace outbreaks to the local health department. For additional information on employer responsibilities under [AB 685](#) (Chapter 84, Statutes of 2020), refer to the [Enhanced Enforcement and Employer Reporting Requirements](#) from Cal/OSHA and the [Employer Questions about AB 685](#) from CDPH.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



## Topics for Worker Training

- Information on [COVID-19](#), how to prevent it from spreading, and which [people are at higher risk](#) for severe illness or death.

- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work:
  - If a worker has symptoms of COVID-19 as [described by the CDC](#), such as a fever or chills, cough, shortness of breath or difficulty breathing, fatigue, muscle or body aches, headache, new loss of taste or smell, sore throat, congestion or runny nose, nausea, vomiting, or diarrhea, OR
  - If a worker was diagnosed with COVID-19 and has not yet been released from isolation, OR
  - If, within the past 14 days, a worker has had contact with someone who has been diagnosed with COVID-19 and is considered potentially infectious (i.e. still on isolation).
- To return to work after a worker receives a COVID-19 diagnosis only after meeting [CDPH Guidance on Returning to Work or School Following COVID-19 Diagnosis](#).
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).
- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol (preferred) or 70% isopropanol (if the product is inaccessible to unsupervised children) when workers cannot get to a sink or handwashing station, per [CDC guidelines](#)). Never use hand sanitizers with [methanol](#) due to its high toxicity to both children and adults.
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
  - Face coverings are not personal protective equipment (PPE).
  - Face coverings do not replace the need for physical distancing and frequent handwashing.
  - Face coverings must cover the nose and mouth.
  - Workers should wash or sanitize hands before and after using or adjusting face coverings.
  - Avoid touching eyes, nose, and mouth.
  - Face coverings must not be shared and should be washed or discarded after each shift.

- Information contained in the [CDPH Guidance for the Use of Face Coverings](#), which mandates the circumstances in which face coverings must be worn and the exemptions, as well as any policies, work rules, and practices the employer has adopted to ensure the use of face coverings. Training should also include the employer's policies on how people who are exempted from wearing a face covering will be handled.
- Ensure any independent contractors, temporary, or contract workers at the facility are also properly trained in COVID-19 prevention policies and have necessary supplies and PPE. Discuss these responsibilities ahead of time with organizations supplying temporary and/or contract workers.
- Information on paid leave benefits the worker may be entitled to receive that would make it financially easier to stay at home. See additional information on [government programs supporting sick leave and workers' compensation for COVID-19](#), including workers' sick leave rights under the [Families First Coronavirus Response Act](#).



## Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any vendors or contractors entering the establishment. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible.
- If requiring self-screening at home, which is an appropriate alternative to providing it at the establishment, ensure that screening was performed prior to the worker leaving the home for their shift and follows [CDC guidelines](#), as described in the Topics for Worker Training section above.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers must provide and ensure workers use all required protective equipment, including eye protection and gloves where necessary.
- Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Workers who consistently must be within six feet of guests or co-workers must wear a secondary barrier (e.g., face shield or safety goggles) in addition to a face covering. All workers should minimize the amount of time spent within six feet of guests.
- Housekeeping must only service rooms when guests are not present. Housekeepers should be instructed to minimize contact with guests'

personal belongings when cleaning. Housekeepers should be instructed to have ventilation systems operating and/or open windows whenever possible to increase air circulation.

- Employers should encourage handwashing, with soap and water, and/or using proper hand sanitizer for workers after interactions with guests, cleaning rooms, and opening mail or handle other commonly touched items. Valet service drivers, baggage handlers, and housekeepers should wash their hands regularly during their shift and/or use proper hand sanitizer.
- If possible, baggage deliveries should be done when guests are not in their rooms.
- Lodging operators should take steps to ensure guests are fully aware of the facility's new policies and procedures prior to their arrival. Recommended policies and procedures include that the lodging operator has the right to cancel reservations for parties with symptomatic visitors and that there are new check-in procedures, physical distancing requirements, and cleaning and disinfecting schedules for accommodations, amenities, and common areas like the check-in/registration area.
- Remind guests in advance to bring a face covering, otherwise they should not be allowed to enter the premises (unless exempted per the [CDPH Face Covering Guidance](#)). Consider making face coverings available for guests who may arrive without them.
- Guests and visitors should be temperature and/or 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. Lodging operators have the right to cancel reservations for individuals/parties with symptomatic guests and refuse entry.
- Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices in use throughout the property.



## Ventilation, Cleaning, and Disinfecting Protocols

- Where possible, install portable high-efficiency air cleaners, upgrade the building's air filters to the highest efficiency possible, and make other modifications to increase the quantity of outside air and ventilation in offices, guest rooms, and other indoor spaces.
- Any on-site restaurants should increase fresh air circulation by opening windows or doors, if possible, and in accordance with security and safety



protocols.

- Check the [CDPH website](#) periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.
- Perform thorough cleaning in high traffic areas such as hotel lobbies, front desk check-in counters, bell desks, break rooms and lunch areas, changing areas, loading docks, kitchens, and areas of ingress and egress including stairways, stairwells, handrails, and elevator controls.
- Disinfect commonly used surfaces throughout the day and evening, including door handles, vending and ice machines, light switches, phones, washer and dryer doors and controls, baggage carts, shuttle door handles, toilets, and handwashing facilities. Disinfect surfaces during daily room cleanings. Clean dirty items before disinfecting.
- Provide time for workers to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the worker's job duties.
- Equip workstations, desks, and help counters with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all worker directly assisting customers.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- When choosing disinfecting chemicals, use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide workers training on the chemical hazards, manufacturer's directions, ventilation requirements, and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants must wear gloves and other protective equipment as required by the product instructions. Follow the [asthma-safer cleaning methods](#) recommended by the California Department of Public Health and ensure proper ventilation.
- Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air unless all persons in the area have appropriate PPE. Use a vacuum with a HEPA filter wherever possible.
- 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.

- Avoid sharing phones, tablets, laptops, desks, pens, other work supplies, or offices wherever possible. Never share PPE. Any shared tools and equipment should be cleaned and disinfected before, during and after each shift or anytime the equipment is transferred to a new worker. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, housekeeping carts and cleaning equipment, keys, time clocks, and all other direct contact items.
- Kitchen items, including pots, pans, and utensils, must be cleaned between each guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival.
- Properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffee-makers, toasters, pantry shelves, and other areas.
- Dirty linens should be removed and transported from guest rooms in single-use, sealed bags. Removal and cleaning of all towels and linens at the conclusion of each guest stay should include all items, regardless of whether they appear to have been used or not. These items should be bagged in the guest room to eliminate excess contact while being transported. All bed linen and laundry should be washed at a high temperature and cleaned in accordance with [CDC guidelines](#).
- Consider leaving rooms vacant for 24 to 72 hours after a guest has departed, if feasible.
- 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 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 disinfection protocol in accordance with [CDC guidelines](#).
- Install hand sanitizer dispensers, touchless whenever possible, at key guest and worker entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons, and exercise areas.



## Physical Distancing Guidelines

- **WARNING:** physical distancing alone is insufficient to prevent transmission of COVID-19.
- Implement measures to ensure physical distancing of at least six feet

between and among workers, guests, and the public. These can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where workers and/or guests should stand). Any area where guests or workers queue should be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and dining, and taxi and ridesharing lines.

- Physical distancing protocols should be used in worker break areas, uniform control areas, training classrooms, shared office spaces, the worker services window (via a teller style window), and other high-density areas in order to ensure appropriate distancing between workers.
- Pre-shift meetings should be conducted virtually or in areas that allow for appropriate physical distancing between workers. Larger departments should stagger arrival times to minimize traffic volume in back of house corridors and service elevators.
- Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Consider offering workers who request modified duties options that minimize their contact with customers and other workers (e.g., managing inventory rather than working at the concierge desk or managing administrative needs through telework).
- Ensure workers can maintain physical distance in breakrooms, using barriers, increasing distance between tables/chairs to separate workers, etc. Where possible, create outdoor break areas with shade coverings and seating arrangements that ensures physical distancing. Discourage workers from congregating during breaks and ensure they are not eating or drinking without face coverings within six feet of each other.
- Redesign office spaces, cubicles, lobbies, front desk check-in areas, business centers, concierge service areas, and other spaces to ensure workspaces and guest accommodations allow for at least six feet distancing.
- Discourage workers from congregating in high traffic areas such as bathrooms and hallways and establish directional hallways and passageways for foot traffic, if possible, to eliminate people from passing by one another.
- Limit the number of individuals riding in an elevator. Use signage to communicate these requirements.
- Require workers to avoid handshakes and similar greetings or other behaviors that break physical distance.
- Eliminate person-to-person contact for delivery of goods to physical offices. Avoid sharing others' pens and clipboards, and wash or sanitize hands in between uses.

- Guests should enter through doors that are either propped open, if possible and in adherence to security protocols, or are automated or manually operated by a worker who is frequently handwashing and/or using proper hand sanitizer.
- Implement peak period queueing procedures, including a lobby greeter and having guests queue outside to maintain at least six feet of physical distance between persons.
- Guest room service, laundry and dry-cleaning services, and amenity deliveries should be made available using contactless pick-up and delivery protocols wherever possible.



## Additional Considerations for Short Term Rental Units

- Property managers, timeshare operators, and other rental unit owners and operators **must only rent unoccupied units and cannot rent rooms or spaces within an occupied residence until otherwise notified.** A residence or unit that is rented while the operator is not physically present or has a separate exterior entrance and exit that does not require the use of shared facilities, and is otherwise unoccupied, should be considered an unoccupied unit. It can be very difficult to maintain proper cleaning and disinfecting protocols when residents, tenants, and guests from different households share common items like kitchen appliances, laundry facilities, etc. Shared, temporary housing also presents challenges with physical distancing to prevent the spread of COVID-19.
- Property managers, timeshare operators, and other rental unit owners and operators should offer self or remote check-in and checkout, where possible. Consider installing a key lockbox or smart lock with a keypad and provide renters the appropriate self check-in instructions.
- If possible, implement standard check-in and checkout times, and avoid early arrivals or late departures to minimize the possibility of disrupting the enhanced cleaning process between guest stays.
- Appropriate signage should be prominently displayed at the property entrance and other strategic locations on the property outlining proper face covering usage and current physical distancing practices in use throughout the property.
- Take the proper steps to thoroughly clean and disinfect the rental unit after each guest stay. This includes wiping down and cleaning and disinfecting all high-touch areas, including bed rails, tables, TV remotes, headboards, countertops, kitchen appliances, refrigerator handles, stove knobs, mirrors, and other items.

- Remove all leftover recycling, garbage, and trash from the rental unit. Line all the garbage cans, which will make it easier to dispose of tissues and other waste. Empty any food items the previous guest may have left in the refrigerator, freezer, and pantry.
- All linens must be removed and laundered between each guest stay, including items that appear to not have been used. When cleaning bedding, towels, or other laundered items in rental units, wear disposable gloves when handling dirty laundry and discard them after each use. Wash hands with soap or use hand sanitizer immediately after gloves are removed. Do not store extra linens or in the rental unit. Provide such items only on request.
- Do not shake dirty laundry. This will minimize the possibility of dispersing virus through the air. Launder items as appropriate in accordance with the manufacturer's instructions. Launder items using the warmest appropriate water setting for the items and dry items completely. Clean and disinfect laundry hampers according to guidance above for surfaces. If possible, consider placing a bag liner that is either disposable and thrown away after each use or can be laundered after each use.
- Clean all soft surfaces based on the manufacturer's instructions, as appropriate. Remove visible dirt and grime and then clean with the appropriate cleaner for the material. If possible, machine-wash items according to the manufacturer's directions.
- Kitchen items, including pots, pans, and utensils, must be cleaned between each guest stay. All dishes must be washed, including the ones in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival.
- After each guest stay, properly clean all appliances and kitchen areas, including refrigerator shelving, the oven stovetop, coffee-makers, toasters, pantry shelves, and other areas.
- Where possible, do not clean floors by sweeping or other methods that can disperse pathogens into the air. Use a vacuum with a HEPA filter wherever possible.
- Bathroom toilets, showers, bathtubs, sinks, cabinets, and shelving should be disinfected with a multi-surface cleaner approved for use against COVID-19 by the EPA. Mirrors and any glass should be properly wiped down. The bathroom floor should also be vacuumed and/or mopped.
- Equip the rental unit with additional hand soap, paper towels, toilet paper, disinfecting spray or wipes, and hand sanitizer.
- If using an external or professional cleaning company, communicate expectations and plans for cleaning and disinfection standards, and get

periodic confirmation that they are being followed by the contracted company.

- Communicate with guests on the cleaning and safety measures implemented, both pre-stay and during stay, via the listing content and property information booklet. Ensure guests understand all check-in and checkout protocols and any updated building or amenity policies (e.g. changes to services in apartment buildings).
- Service requests should be considered with regard for the safety of maintenance providers and guests. To limit exposure, defer nonessential maintenance while the rental unit is occupied and handle only emergency or urgent issues as allowed by applicable law where possible.
- Ensure that any HVAC/air filters have been replaced per the manufacturer's directions. Consider whether more regular replacement of the filters is necessary. Use high filtration efficiency filters. Do not touch the surface of used air filters and remove and dispose of them with minimal disturbance using disposable gloves.
- Consider leaving the rental vacant for 24 to 72 hours after a guest has departed, if feasible.
- Any rental unit intended for large gatherings, including conferences or meetings, should not be opened until such operations can resume.



## Additional Considerations for Swimming Pools and Aquatic Venues

- Lodging operators with swimming pools, splash pads, hot tubs, saunas, and steam rooms must take additional steps to ensure those facilities are properly cleaned and disinfected for visitor use, according to [CDC guidelines](#).
- Facilities with an openly accessible outdoor hot tub must ensure that at least six feet of distancing is maintained at all times between hot tub users not from the same household or limit its use to one household group at a time.
  - Guests should remove face coverings while they are in the hot tub, due to the likelihood they will become wet, but must wear them as required when outside of the hot tub.
  - Facilities should provide a receptacle for collection of used towels for laundry, and clean and disinfect high touch surfaces regularly.
  - Post signage regarding distancing and face covering requirements.

- Facility staff must monitor compliance with distancing requirements and, if it is not possible to consistently maintain distancing, must discontinue use of the hot tub.
- Hot tub operations with individual, private outdoor hot tubs for hire must limit their use to one household group at a time.
  - Guests should remove face coverings while they are in the hot tub, due to the likelihood they will become wet, but must wear them as required when outside of the hot tub.
  - Post signage regarding face covering requirements.
  - Between hot tub uses, operators should collect any used towels for laundry. Clean and disinfect high touch surfaces.
- For indoor pools, face coverings must be worn when out of the water or shower areas, unless exempt from the CDPH guidance. Cloth face coverings can be difficult to breathe through when they are wet. Face coverings should be put away when not in use so they are not accidentally touched or picked up by others.
- For outdoor pools, face coverings must be worn when out of the water, unless exempt under the CDPH guidance.
- Maintain proper disinfectant levels (1-10 parts per million free chlorine or 3-8 ppm bromine) and pH (7.2-8).
- Consult with the company or engineer that designed the aquatic venue to decide which [List N disinfectants approved by the EPA](#) are best for the aquatic venue. Ensure the [safe and correct use](#) and storage of disinfectants, including storing products securely away from children.
- Set up a system so that furniture and equipment (e.g., lounge chairs) that needs to be cleaned and disinfected is kept separate from furniture that has already been cleaned and disinfected. Label containers for used equipment that has not yet been cleaned and disinfected and containers for cleaned and disinfected equipment.
- Launder towels and clothing according to the manufacturer's instructions. Use the warmest appropriate water temperature and dry items completely. Handle towels with disposable gloves and minimal disturbance, i.e., do not shake them.
- Discourage people from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face (e.g., goggles, nose clips, and snorkels).
- Ensure that the facility has adequate equipment for guests, such as kick boards, pool noodles, and other flotation devices, to minimize sharing

wherever possible. 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. However, do not open windows and doors if doing so poses a safety risk to workers, visitors, or swimmers.
- Change the deck layout and other areas surrounding the pool to ensure that the standing and seating areas can support physical distancing requirements. This could include removing lounge chairs or taping off areas to discourage use.
- 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.
- Where feasible, install impermeable physical barriers such as Plexiglas where workers and patrons must interact and physical distancing is difficult.
- Consider implementing reservations for pool use or implementing other mechanisms to support at least of six feet of physical distancing. This could include reserving full-lanes for individual lap swimming, maintain swimmers in alternating lanes, and half-lanes for individual household use.
- Ensure that lifeguards who are actively lifeguarding are not also expected to monitor handwashing, use of cloth face coverings, or physical distancing. Assign this monitoring responsibility to another worker.
- Aquatic venues should avoid activities that promote group gatherings and should be aware of state and local policies on youth and adult sports and gathering requirements to determine if aquatic fitness classes, swim lessons, swim team practices, swim meets, or pool parties can be held.
- CDC's [Model Aquatic Health Code](#) has more recommendations to prevent illness and injuries at public pools.

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<sup>1</sup> Additional requirements must be considered for vulnerable populations. The hotel, lodging, and short term rental industries must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.

