



COVID-19: Hotel & Lodging Back-to-Business Checklist

This guidance provides recommendations for hotels and lodging as well as those with fitness centers and conference meeting rooms within their properties. As we continue to decrease the spread of COVID-19, there are precautions hotel managers and staff can take to improve guest and employee health and safety. Use this checklist as a guide to assist you in making sure protocols are in place to maintain the safety of employees and guests.

MANAGING EMPLOYEE HEALTH

- Remind sick employees to stay home
- Send employees home if they become sick while at work
- Pre-screen employees for fever and other symptoms prior to employees entering building
- A person is considered recovered after they have been released from isolation by SD-DOH upon meeting the following: (1) at least 10 days have elapsed after their symptoms began, and (2) at least 24 hours have elapsed after their fever resolved and their other symptoms have improved.

EMPLOYEE HEALTH & HYGIENE

- Educate staff on COVID safety training, presentation, or information shared (in all common languages used by workers)
- Encourage employees to wash hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, after blowing their nose, coughing or sneezing, or after touching high touch surfaces, e.g., doorknobs
- Provide alcohol-based hand sanitizers where soap and water are not readily available
- Encourage employees to avoid touching eyes, nose, and mouth
- Remind employees not to use other workers' phones, tools, and equipment when possible
- Clean and disinfect shared tools and equipment between employee use
- Encourage employees to wear face coverings as recommended by the CDC

CLEANING & SANITIZING

Housekeeping:

- Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning. Follow the manufacturer's instructions for proper use to get the most virus killing protection. Switch to and use disinfectant products that have been pre-approved by the U.S. Environmental Protection Agency (EPA) <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
- Add disinfectant when washing laundry/linens. Bed scarves, bedspreads, and pillows should be washed after each guest stay.
- Schedule and perform routine cleaning and disinfection of all contact surfaces in guestrooms, television remote controls, light switches, microwaves, refrigerators, coffee pots, toilet flush handles, door handles, water faucet handles, and flooring
- Increase length of time between vacancy and cleaning rooms

Public Restrooms:

- Set a schedule for cleaning and disinfecting facilities
- Clean and disinfect touchable surfaces frequently
- Provide staff with proper cleaning and disinfecting supplies including instructions for use
- Provide and maintain adequate handwashing supplies (hand soap, running water, disposable hand towels or air dryers, waste cans, etc.) and hand sanitizer

Public Spaces: Lobbies, breakfast/dining areas, business center, conference rooms, etc.

- Post up-to-date information on COVID-19 and throughout the facility describing ways to prevent the spread of germs

- Routinely and frequently clean high touch areas including entrance/exit/stairwell doors, railings, tables/chairs in lobby and breakfast/dining area, computer keyboards/mouse in business center, elevator call buttons, water fountains, ice and vending machines. Clean/disinfect front desk pens/equipment, room keys and key cards
- Place alcohol-based hand sanitizers in public areas available for staff and guests
- Provide disposable wipes so that commonly used surfaces (doorknobs, keyboards, remote controls, desks) can be wiped down by employees or guests before each use
- Remove / reduce customer service phones and coffee stations in public areas
- Transition continental breakfast to “grab and go” format
- If providing breakfast or other meal items on-site, clean/sanitize counter tops, handles on ovens, refrigerators and food covers, beverage areas, trash lids; replace serving utensils frequently; follow food safety guidelines. Alternatively, consider a cafeteria style (worker served) approach; install sneeze guards; and place visual markers to adequately space guests while in line

Fitness Centers:

- Post signs at the entrance instructing guests not to use if they have symptoms of respiratory infection
- Put alcohol-based sanitizer in the fitness center
- Position germicidal spray and paper towels near fitness equipment and at least one set in the free weight area. Include extra signage to ensure guests are following standard self-cleaning protocol
- Provide facial tissues and when applicable, ensure sinks are well-stocked with soap and hand drying materials for hand washing
- Position a trash can near the exit for employees and guests to easily discard tissues, paper towels, etc.

Water Recreation:

- Maintain/record water chemistry levels: pH, chlorine/bromine, etc.
- Ensure circulation systems are operating correctly
- Clean and disinfect tables, chairs, deck surfaces, accessibility lifts, etc. routinely during operating hours

ADMINISTRATIVE CONTROLS AND WORK PRACTICES

- Arrange for outside pick-up and drop-off for deliveries
- Maintain records to help trace contacts with any infected individuals that have been to your property. Implement a record keeping process to maintain records of BOTH guests and staff. This includes maintaining guest registration records, employee work assignments, documentation of key control procedures including the electronic lock records and security camera closed circuit tapes. This is especially important if someone in your facility has been confirmed to have the virus. These records should be kept for a minimum of 90 days
- Consult with the state health department to determine appropriate actions if a guest or employee presents symptoms of COVID-19
- Consider increasing the amount of outdoor air or ventilation through HVAC systems within buildings

SOCIAL DISTANCING

Consider the following:

- Limit the number of participants for conferences/meetings
- Stagger employee breaks to minimize social interaction
- Limit visitors or off-duty employees
- Install protective shields at front desk
- Room service restrictions, e.g., delivery only to door
- Reduce/eliminate in-person check-in or checkout with automated process
- Reduce/eliminate housekeeping services, e.g., deliver requested items to door
- Suggest guests minimize direct contact with employees
- Limit number of guests in pool, fitness, and business centers. If unable to maintain safety, consider closure