



COVID-19 Prevention – Recommended Guidance for Hotels

What are the purposes behind this guidance document?

Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. Close contact with people and groups of people not practicing social distancing leads to the spread of COVID-19. Hotels are a likely point of community contact. This message will provide you with the basic guidance needed to help protect your employees and guests from exposure to COVID-19.

Social Distancing

- Six-foot social distancing of customers is crucial. Implement social distancing (six feet per person) while standing in line at the front desk. Recommend providing visible spacing markers every 6 feet.
- Keeping workers and hotel guests who are on premises at least six feet from one another to the maximum extent possible.

Increased Personal Hygienic Practices

- All employees must wash their hands prior to work, frequently throughout the day, and for a minimum of 20 seconds.
- **Daily screening of all employees for symptoms of illness is necessary.** Employees who are sick or showing respiratory symptoms similar to COVID-19 (cough, fever, shortness of breath) should not work. If employees do not have access to a thermometer, use "subjective fever" as a screening tool. A subjective fever is when a person feels unusually warm or hot, sweating, flushed skin, or chills.
- In general, if employees had COVID-19 like symptoms but have not tested positive, they can return to work under the following conditions: 7 days after symptoms started and fever free for 3 days and improvement in respiratory symptoms.
- CDC recommends the public and all people wear cloth face coverings (cloth masks) to help slow the spread of COVID-19 whenever in public and while working in the public. **Effective on April 26, 2020 at 11:59 pm, per Governor's Executive Order 2020-59: (a) Any individual able to medically tolerate a face covering must wear a covering over his or her nose and mouth—such as a homemade mask, scarf, bandana, or handkerchief—when in any enclosed public space. (b) All businesses and operations whose workers perform in-person work must, at a minimum, provide non-medical grade face coverings to their workers.**
- Launder cloth face coverings on a daily basis. Do not use medical grade masks, as these should only be used for health care workers.
- Recommend signage on entrance door advising guests to wear cloth face coverings or cover their nose and mouth with a scarf while in the public areas of the hotel.
- Discourage the use of disposable gloves at the front desk, unless changed between customers. Gloves are giving a false sense of security; they are aiding in the cross contamination of COVID-19 virus from customer to customer via cash and credit cards.
- Employees should use instant hand sanitizer between customers at the front desk; especially after every single cash transaction. Cash is notoriously dirty and easily transmits viruses from person to person.
- Avoid touching your eyes, nose and mouth to slow the spread of germs.

- To help customers keep their germs to themselves, consider providing alcohol based hand sanitizers with at least 60% alcohol in public areas for use by public and employees.

Clean and Sanitize

- COVID-19 is susceptible to EPA-registered sanitizers and disinfectants.
- The EPA has a list of registered sanitizers labeled for use against COVID-19: www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2
- **Disinfectants should be applied during routine cleaning of guestrooms and high touch surfaces in public spaces.**
- Read the disinfectant label carefully and train employees thoroughly.
- Covid-19 can survive on surfaces for up to 3 days. Public spaces and the front desk need to be cleaned frequently. If possible, provide disposable disinfectant wipes to front-of-house staff to disinfect surfaces between guests. High touch areas in public spaces include: tables in the lobby area and buttons on elevators, water fountains, ice and vending machines, phones, computer keyboards, pens at the front desk and room keys and key cards should also be cleaned with disinfectant.

Guest Rooms and Amenities

- Covid-19 can survive in the air in aerosolized particles exhaled from an asymptomatic or sick person for at least 3 hours. Hotel rooms do not typically have air exchange to ensure “fresh” air is ventilated into the room. It is recommended that housekeeping staff wait at least 3 hours after a guest checks out to clean the room. It is recommended that housekeeping staff should wear cloth face coverings while cleaning rooms.
- Hotel rooms occupied by suspect or confirmed COVID-19 cases should remain unoccupied for a minimum of 24 hours before cleaning and reentry. If possible, based on occupancy, rotate occupancy of all guest rooms to maximize the time between occupancies.
- Linens may become contaminated with the virus, so it is also important to add disinfectant when washing laundry. Bed scarfs and bed spreads should be washed more frequently. Temporarily remove unnecessary decorative pillows and other soft surface items that cannot be sanitized or washed in between guests. Train housekeeping staff to use to use disposable gloves when handling dirty linens and on removal and carrying of dirty linens without contacting their skin or clothing. Change gloves between tasks.
- Train housekeeping staff to use the disinfectants safely and correctly. Staff should wear gloves when cleaning. Change gloves between tasks.
- Many of these cleaning products need to remain on hard surfaces for several minutes in order to work. Follow the manufacturer's instructions for proper use to get the most virus killing protection. Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas guestrooms, television remote controls, toilet flush handles, door handles, water faucet handles, thermostat buttons for in room heating, and flooring.
- Hotels or motels shall not offer additional in-house amenities such as gyms, pools, spas, dining, entertainment facilities, meeting rooms, or like facilities.

Review and implement a record keeping process to maintain records of guest and staff movement. These records should be kept for a minimum of 90 days. This is especially important if someone in your hotel has been confirmed to have the virus and contact tracing is necessary.

Additional information regarding COVID-19 <https://www.michigan.gov/Coronavirus>. Resources are also available from the health department at www.wuphd.org. If you have additional questions please the COVID-19 call center at (906) 487-5545.