### COVID-19 TOOLKIT Hotels, Lodging and Short-Term Rentals

This toolkit provides guidance for hotels, lodging and short-term rentals to support safety for employees and guests.





#### This toolkit includes:

- 1. COVID-19 Prevention Practices
- 2. Physical Distancing Requirements
- 3. Infection Control for Common Spaces
- 4. Infection Control for Guest Rooms
- 5. Infection Control Considerations for Short-Term Rentals
- 6. Protecting Employees Protecting Guests
- 7. Resources to communicate with your employees and guests

These protocols are mandates.

# To prevent the spread of COVID-19 at hotels, lodging and short-term rentals, here's what you need to know and do:

#### 1. COVID-19 Prevention Practices



Physical distancing of at least 6 feet



Use of face coverings by employees and guests



Frequent handwashing and regular cleaning



**Employee training on COVID-19 protocols** 



Instructional and informational signage posted throughout facility

## Additional protocols relevant to hotel and lodging operations must also be followed:

- -Restaurants and Bars
- -Gyms and Fitness Centers
- -Hair Salons and Barbershops
- -Personal Care Establishments
- -Public Pools
- -Retail Operations
- -Office Spaces
- -Golf Courses

Hotel and lodging operations with large meeting venues, banquet halls, convention centers, or spa services must keep these areas closed until each type of service and establishment is allowed by the Health Officer order to resume operation.

Rental unit owners and operators are only allowed to rent unoccupied units. A residence or unit that is rented while the operator is not present or has a separate exterior entrance/exit that does not use shared facilities, and is otherwise unoccupied, is considered an unoccupied unit.

#### 2. Physical Distancing Requirements

- Physical partitions, barriers, and visual cues are used to ensure physical distancing of at least 6 feet between and among employees, guests, and the public. This includes lobbies, areas where individuals line up, coffee shops, dining facilities, concierge services, and all public spaces.
- Contactless pick-up and delivery protocols are used wherever possible, including guest room service, laundry and dry-cleaning service, and amenity deliveries.
- Establish directional hallways and passageways to allow at least 6 feet of distancing.
- All furniture in public spaces, including lobbies, business centers, and other areas is arranged to incorporate social distancing guidelines.
- Elevator capacity is limited to allow for 6 feet of distance between riders. If physical distancing is not possible, elevator capacity is limited to 4 individuals or one household.
- Person-to-person contact for delivery of goods is eliminated. Pens and clipboards are not shared.
- View all physical distancing requirements by visiting the Hotels, Lodging and Short-Term Rental Protocols.

# 3. Infection Control for Common Spaces (Check-In, Lobby, Elevators, etc.)

- Symptom checks are conducted before visitors may enter the facility, including a check-in concerning cough, shortness of breath, difficulty breathing, and fever or chills. This can be done in-person upon arrival, via online check-in systems, or through signage stating that visitors with these symptoms may not enter the premises.
- The HVAC system is in good working order and ventilation is increased.
- Hand sanitizer dispensers are installed at guest and employee entrances and contact areas, including driveways/parking, reception/lobby, public spaces, elevator lobbies, pools, salons, and exercise areas.
- Entrance and exit doors for guests are propped open, automatic, or operated by an employee.
- Key cards are sanitized after each use. Phones, tablets, computers, and all work supplies are cleaned and disinfected before, during, and after each shift.
- Thorough cleaning of the entire facility is performed regularly, with more frequent cleaning and disinfecting of high traffic areas, restrooms, and commonly used surfaces and objects throughout the day and evening.
- Manually operated ice machines are closed.
- View all infection control protocols by visiting the Hotels, Lodging and Short-Term Rental Protocols.

COVID-19 GUIDANCE: HOTELS, LODGING AND SHORT-TERM RENTALS

#### 4. Infection Control for Guest Rooms

- Bellman/porters wear face coverings and gloves when handling guest baggage.
- All towels and linens are removed and cleaned between guest stays whether used or not.
- Housekeeping only services rooms when guests are not present and minimizes contact with guests belongings.
- All surfaces in guest rooms are cleaned and disinfected daily during room cleanings. Exception for guests who request not to be provided daily room service/cleaning.
- Kitchen items, appliances, and surfaces are cleaned and sanitized between guest stays and disposable utensils and materials are used if possible. Minibars are not available and all products are removed.
- No reusable collateral (magazines, menus, etc.) is available in guest rooms. Critical information is provided electronically or as single-use collateral.
- Minibars are not available and all products are removed.
- View all infection control protocols by visiting the Hotels, Lodging and Short-Term Rental Protocols.

#### 5. Infection Control Considerations for Short-Term Rentals

- Self or remote check-in and checkout is offered if possible.
- Implement standard check-in and checkout times to allow for enhanced cleaning between guest stays.
- The rental unit is thoroughly cleaned and disinfected after each guest stay, including wiping down all high-touch areas and cleaning all kitchen and bathroom areas/items.
- Recycling and garbage are removed between guest stays, including removal of any food items in the refrigerator, freezer, and pantry.
- Trash cans are lined with disposable bags and laundry hampers lined with a liner this is disposable or can be laundered after each use.
- All linens, whether used or not, are removed and laundered between each guest stay. No extra linens are stored in the unit.
- The unit is stocked with additional hand soap, paper towels, toilet paper, disinfecting spray/wipes, and hand sanitizer.
- View all infection control protocols by visiting the Hotels, Lodging and Short-Term Rental Protocols.

#### 6. Protecting Employees

- All staff are told not to come to work if they are sick or if they are exposed to a person who has COVID-19.
- Screenings are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath, difficulty breathing, and fever or chills and if the employee has had contact with a known COVID-19 case in the last 14 days. These checks can be done remotely or in person upon employee's arrival. A temperature check should be done at the site if feasible.
- All employees who interact with the public or other employees must wear cloth face coverings that are washed or replaced daily. Employees instructed not to wear a face covering by their medical provider should wear a face shield with a drape.
- Break rooms, uniform control areas, meeting/training rooms, workspaces, service windows, and other common areas are reconfigured to maintain physical distancing.

- Shifts, arrival times, and breaks are staggered to minimize traffic volume.
- Servers, bussers, porters, valet employees, housekeeping employees, and other employees touching items used by customers are to wear disposable gloves.
- Housekeeping employees wear gloves to handle and place dirty linens in single-use, sealed bags.
- View additional employee protection protocols by visiting the Hotels, Lodging and Short-Term Rental Protocols.

#### 6. Protecting Guests

- All patrons and visitors must wear cloth face coverings at all times. Only children under 2 and individuals who have been instructed not to wear a face covering by their medical provider are exempt.
- Guests who refuse to wear a cloth face covering may be refused service and asked to leave. Face coverings should be made available to guests who arrive without them.
- Guests are notified of the facility's policies and procedures prior to arrival.
- Facilities reserve the right to cancel reservations for parties with symptomatic visitors.
- Guests are registered in a guest log that includes name, phone number, and email address.
- Kitchen items, appliances, and surfaces are sanitized between guest stays and disposable utensils and materials are used if possible. Minibars are not available.
- Valet service and shuttle drivers must wear face coverings and gloves at all times, place keys in plastic bags, disinfect car surfaces, and notify customers of cleaning procedures.
- Guests are encouraged to use self-parking options.
- View additional guest protection protocols by visiting the Hotels, Lodging and Short-Term Rental Protocols.

## 6. Resources to communicate with your staff and customers

#### Click on the link to find Guidances that must be followed:

Reopening Protocol for Hotels, Lodging and Short-Term Rentals (must be posted at all public entrances)

Workplace Managers Guidance

Responding to COVID-19 in the Workplace Guidance

Cleaning and Disinfection Matrix

#### **Posters**

Notice to Guests Poster

Physical Distancing Poster

**Cloth Face Covering Poster** 

Stay Away if Sick Poster



#### LOS ANGELES COUNTY DEPARTMENT OF PUBLIC HEALTH

www.publichealth.lacounty.gov