

Phase Two Guidance Coronavirus 2019 (COVID-19): Guidance for Hotels and Accommodations

During Phase Two, the public and businesses must adopt new behaviors and rigorous safeguards to reduce risk for all. This document is intended for hotel establishments during Phase Two. In this phase, guest services and indoor events with a maximum of 10 persons are permitted, and hotel restaurants are allowed to open in line with industry standards. Hotel bars and nightclubs remain closed. When providing services, **hotel establishments must implement the following measures to help reduce the risk of COVID-19 transmission amongst employees, guests, and the community.** For additional information, see coronavirus.dc.gov/phasetwo

Please note that any employee or patron experiencing symptoms of COVID-19, or who was recently exposed to someone diagnosed with COVID-19, must not present to the establishment for work, business, or recreational purposes due to the risk of exposing others¹. Symptoms of COVID-19 may include: fever (subjective or 100.4 degrees Fahrenheit), 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 or vomiting, diarrhea, or otherwise feeling unwell.

Employees and Guests Must Practice Everyday Prevention Measures

- **Stay at home if you feel unwell** or were recently exposed to someone with COVID-19.
- **Practice social distancing.** Stay at least 6 feet from other people as much as possible. Avoid physical contact (handshakes, high-fives) with other people.
- Employees and guests **must wear cloth face coverings or masks.**
 - Masks protect the wearer and protect other people.
 - Masks are most effective if they fit snugly to the face and have 2-3 layers of tightly woven fabric.
 - If respirators or facemasks are required for an employee's regular job tasks, those items must still be worn.
 - Masks and respirators *without* valves should be worn to prevent the spread of COVID-19.
- When scheduling guest stays via telephone or online, inform guests that they are required to wear a cloth face covering or facemask when entering the establishment, and while in public areas of the establishment.
- Perform frequent hand hygiene (with soap and water or alcohol-based hand sanitizer).
 - Key times to perform hand hygiene include:
 - Before eating food;
 - After using the toilet;
 - Before and after putting on, touching, or removing cloth face coverings;
 - Before and after work shifts and work breaks;
 - Before and after services to each guest;
 - After handling guest belongings; and
 - After blowing your nose, coughing, or sneezing.

Operational Considerations for Employers

Employee Considerations

- Provide staff with cloth face coverings and appropriate PPE (e.g., masks, gloves) per their job responsibilities. Gloves should be worn as indicated per routine job responsibilities.
- Stagger employee break times as much as possible to maintain social distancing.

¹ Patrons that are isolating or quarantining at a hotel must remain in their rooms and refrain from visiting any public areas of the hotel.

- Implement leave policies that are flexible and non-punitive, and that allow sick employees to stay home. Leave policies are recommended to account for the following:
 - Employees who report COVID-19 symptoms,
 - Employees who were tested for COVID-19 and test results are pending,
 - Employees who tested positive for COVID-19,
 - Employees who are a close contact of someone who tested positive for COVID-19,
 - Employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- Keep abreast of current law, which has amended both the DC Family and Medical Leave Act and the DC Sick and Safe Leave Law and created whole new categories of leave, like Declared Emergency Leave.
- Learn about and inform your employees about COVID-related leave provided through new federal law, the Families First Coronavirus Response Act (FFCRA) and all applicable District law relating to sick leave.

Operational Considerations

- Provide supplies to allow for cleaning and disinfection in shared spaces. Provide supplies to allow for frequent hand hygiene (e.g., soap and water or alcohol-based hand sanitizers with at least 60% alcohol). Ensure hand hygiene products are accessible in employee and resident areas (e.g., front desk, lobby, workstations, activity rooms, exercise rooms, other common areas).
- Ensure proper social distancing and mask/face covering usage is being enforced for all staff and guests in any building common areas.
- Implement payment via digital platforms, as much as possible (e.g., online rent payment).
- Display signage that encourages appropriate use of face coverings, social distancing, and hand hygiene throughout the facility
- Any meetings that occur must only include attendees from the National Capitol Region. The maximum number of people permitted at an indoor meeting is 10 and at an outdoor meeting is 50, including staff. Rooms and outdoor meeting spaces must be able to accommodate 6-feet of physical distancing between patrons.
 - A waiver must be submitted for approval (hsema.dc.gov/service/dc-homeland-security-emergency-management-agency-waiver-process-exemption-business-closure) for any entertainment or events to be held at the hotel that exceed the above capacity restrictions.
- **For establishments that offer barber, salon, spa, gym and fitness, retail, restaurant, or transportation services**, see additional guidance specific to each of these areas at coronavirus.dc.gov/phasetwo.
- Educate employees and guests about COVID-19. Use platforms such as email, websites, newsletters, signage, and flyers to communicate messages. Refer to coronavirus.dc.gov for more information about COVID-19.

Pools

- If there is a pool, allow access to registered guests only.
- Social distancing of 6 feet must be maintained while people are swimming and on the pool deck area. No horseplay in the pool.
- A logbook of guests using the pool is required to be kept for 30 days. Information collected must include name, date and time of visit, phone number, and email (if available). See more details in the “Screening and Monitoring for Symptoms” section below.

- Masks or face coverings must be worn in common areas including the pool deck. Masks should not be worn in the water.
- Protocols must be in place to ensure staff monitor mask use and social distancing.
- Protocols must be in place to ensure that deck areas are frequently cleaned and disinfected.
- The building must facilitate entry for prescheduled and unannounced inspections of the pool area by DOH or DCRA so that an inspection may be performed.
- Prominently post at the pool area the name and contact information of the person responsible for ensuring safety provisions.
- A written plan must be available to address implementation of guidance as provided by DC government.
- The building should be prepared for emergency pool closure order or other restrictions that may need to be enforced by DC Health.
- **Food service is prohibited on the pool deck. Pools that offer dining facilities must provide food in designated area and adhere to guidance specific to restaurants and food establishments.**

Avoid Close Contact and Reduce Touchpoints

- Hotels shall arrange lobbies, concierge service areas, check-in and check-out areas, meeting areas, office spaces, break rooms, and other areas of the establishment to ensure at least 6 feet of distance between guests and employees. This may require removing chairs, increasing the distance between tables and chairs, or installing transparent shields or other physical barriers where social distancing is not an option.
- Hotels shall use visual cues to help prevent congregating in lobby areas, check-in and check-out areas, taxi lines, etc.
- Hotels shall remove reusable high touch items that are not able to be cleaned or disinfected from guest rooms and other areas of the establishment (e.g., magazines, newspapers, brochures).
- Housekeeping services must occur when guests are not present, and contact with guests' belongings must be minimized, as much as possible.
- Implement contactless check-in and check-out systems and payment via digital platforms.

Screening and Monitoring for Symptoms

- Hotels shall perform screening (e.g., symptom questionnaires) of employees, vendors, contractors, and any additional staff daily, prior to their work shift.
- Hotels shall screen guests and visitors upon arrival to the establishment.
- For **Screening Tool Guidance**, visit coronavirus.dc.gov/healthguidance.
- Hotels shall place signage at the business entrance to inform staff and guests of screening procedures.
- **Hotels must maintain a daily record of individuals who utilize services in the establishment for at least 30 days.** Information collected must include name, date and time of visit, phone number, and email (if available). This information must be provided within 24 hours if requested by DC Health if a case of COVID-19 occurs at your establishment, in order to assist with contact tracing.
 - Hotel management is responsible for ensuring there is a process in place to account for the names of every person who has been on the premises.
 - This applies to all visitors and guests of the hotel, regardless of whether they are an overnight guest, including attendees at events and patrons of any hotel service (i.e. restaurants, spas).

Clean and Disinfect

- The establishment must have a comprehensive plan for cleaning and disinfecting high traffic and high touch surface areas (e.g., front desk, lobby areas, break rooms, restrooms, elevator buttons, door handles, baggage carts, front desk pens, etc.) routinely throughout the day.
- Any shared employee equipment (e.g., phones, computers, carts, etc.) must undergo a regularly scheduled cleaning and disinfection process and be cleaned and disinfected between employees.
- If a guest becomes ill while staying at the hotel, wait until 24 hours after the guest departs to clean the room.
- Hotel must employ strategies to reduce interactions between housekeeping staff and guests, such as not offering daily housekeeping for stays under 7 days.
- For more information about cleaning and disinfection and the disinfectants that are effective against the virus that causes COVID-19, see the CDC website: [cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html](https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html)
- For more information about cleaning and disinfection when a person has COVID-19, see the CDC website: [cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html](https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html)

Building Considerations

- Consider making the following improvements to improve building ventilation ([cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)):
 - Increase circulation of outdoor air as much as possible, for example by opening windows and doors. Use fans to increase the effectiveness of open windows.
 - Do not open windows and doors if doing so poses a safety or health risk (e.g., risk of falling, triggering asthma symptoms).
 - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level for each space.
 - Decrease occupancy of spaces with poor ventilation.
 - Improve central air filtration to the highest level compatible with the filter rack, and seal edges of the filter to limit bypass.
 - Check filters to ensure they are within service life and appropriately installed.
 - Turn off any demand-controlled ventilation (DCV) controls that reduce air supply based on occupancy or temperature during occupied hours.
 - Consider portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher risk areas).
 - Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space.
 - Consult with a specialist to see what works for your building.
- If the building was closed for an extended period of time, remember to ensure all water systems are safe to use. For more information, see CDC's Guidance for Reopening Buildings after Prolonged Shutdown or Reduced Operation: [cdc.gov/coronavirus/2019-ncov/php/building-water-system.html](https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html)

Establish a Plan for COVID-19 Exposure

- Hotels must establish a plan in the event an employee or patron is diagnosed with COVID-19.
- Hotels shall identify a point of contact at the establishment that an employee can notify if they test positive for COVID-19 and choose to disclose this information.
- If an individual develops any of the symptoms above during the workday, there must be a plan in place for that individual to immediately isolate, notify their supervisor, and leave the facility.

- If an employee chooses to report to the establishment that they are positive for COVID-19, the establishment must have a notification process to share the following with staff:
 - Education about COVID-19, including the signs and symptoms of COVID-19
 - Referral to the Guidance for Contacts of a Person Confirmed to have COVID-19, available at coronavirus.dc.gov/healthguidance.
 - Information on options for COVID-19 testing in the District of Columbia, available at coronavirus.dc.gov/testing.
- Refer to the guidance *First Steps for Non-Healthcare Employers when Employees Test Positive for COVID-19* at coronavirus.dc.gov/healthguidance.
 - A close contact is someone who was within 6 feet of a person who tested positive for COVID-19 for at least 15 minutes cumulatively over a 24-hour period, during that person's infectious period.
 - The infectious period starts two days before symptom onset and typically ends 10 days after symptom onset (or test date for people who do not have symptoms).
- Establishments must notify DC Health when:
 - An employee who interacts frequently with patrons/visitors notifies the establishment they **tested positive for COVID-19** (not before results come back)
OR
 - if a hotel guest or patron/visitor who attended an event at the hotel notifies the establishment they tested positive for COVID-19
AND
 - the person was in the building **during their infectious period**.
- Hotels must notify DC Health by submitting an online form on the DC Health COVID-19 Reporting Requirements website dchealth.dc.gov/page/covid-19-reporting-requirements:
 - Submit a **Non-Healthcare Facility COVID-19 Consult Form**.
- An investigator from DC Health will follow-up within 48 hours to all appropriately submitted inquiries. Please note this time may increase if cases of COVID-19 increase in the District.

The guidelines above will continue to be updated as the outbreak evolves. Please visit coronavirus.dc.gov regularly for the most current information.