

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

During Phase Two, the public and businesses will be required to 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 limited meetings are permitted, and hotel restaurants are allowed to open in line with industry standards. Bars and nightclubs remain closed. When providing services, **hotel establishments should 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](https://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, should not present to the establishment for work, business, or recreational purposes due to the risk of exposing others. 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 Should Practice Everyday Prevention Measures**

- **Stay at home if you are sick** or were recently exposed to someone with COVID-19.
- Stay at least 6 feet from other people as much as possible. Avoid physical contact (handshakes, high-fives) with other people.
- Employees and guests should wear cloth face coverings.
  - If respirators or facemasks are required for an employee's regular job tasks, those items should still be worn. Respirators without valves are recommended to prevent the spread of COVID-19.
  - When scheduling guest stays via telephone or online, ask guests to wear a cloth face covering 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.

### **Considerations for Employers**

- Employers are responsible for providing a safe and healthy workplace. Conduct a thorough assessment of the workplace to identify potential workplace hazards that could increase risks for COVID-19 transmission.
- 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 guest areas (e.g., front desk, work stations, lobbies, meeting areas, etc.).
- Provide staff with cloth face coverings and appropriate personal protective equipment (e.g., masks, gloves) per their job responsibilities. Gloves should be worn as indicated per routine job responsibilities.

- Display signage which encourages appropriate use of face coverings, social distancing, and hand hygiene throughout the establishment.
- Implement leave policies that are flexible and non-punitive and allow sick employees to stay home. Leave policies should also account for employees who need to stay home with their children if there are school or childcare closures, or to care for sick family members.
- Stagger employee break times as much as possible to maintain social distancing.
- Educate employees about COVID-19. Refer to [coronavirus.dc.gov](https://coronavirus.dc.gov) for more information.
- Any meetings that occur should only include attendees from the National Capitol Region, and must be less than 50 individuals, including staff.
- **For establishments that offer barber, salon, spa, gym and fitness, retail, entertainment, restaurant, event space rental, or transportation services**, see additional guidance specific to each of these areas at [coronavirus.dc.gov/phasetwo](https://coronavirus.dc.gov/phasetwo)

### **Avoid Close Contact and Reduce Touchpoints**

- 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.
- Use visual cues to help prevent congregating in lobby areas, check-in and check-out areas, taxi lines, etc.
- 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 should occur when guests are not present, and contact with guests' belongings should be minimized, as much as possible.
- Implement contactless check-in and check-out systems and payment via digital platforms, as much as possible.

### **Screening and Monitoring for Symptoms**

- Perform screening (e.g., symptom questionnaires) of employees, vendors, contractors, and any additional staff daily, prior to their work shift.
- Screen guests and visitors upon arrival to the establishment.
- Place a sign at the business entrance to inform staff and guests of screening procedures.
- Maintain a daily record of individuals who utilize services in the establishment for at least 30 days. This information will be needed 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 should 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.) should undergo a regularly scheduled cleaning and disinfection process and be cleaned and disinfected between employees.
- Dirty and used linens should be placed in sealed single-use bags prior to their removal from a guest room.
- If a guest becomes ill while staying at the hotel, wait until 24 hours after the guest departs to clean the room.
- 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

- If the building was closed for an extended period of time, remember to check HVAC systems and 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

- Establish a plan in the event that an employee or patron is diagnosed with COVID-19.
- 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 should 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 should 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](https://coronavirus.dc.gov/healthguidance)
  - Information on options for COVID-19 testing in the District of Columbia, available at [coronavirus.dc.gov/testing](https://coronavirus.dc.gov/testing)
- If an employee notifies the establishment they tested positive for COVID-19 **AND** the employee had extensive contact with patrons/visitors **OR** if a patron/visitor notifies the establishment they tested positive for COVID-19, then the establishment should notify DC Health by emailing [coronavirus@dc.gov](mailto:coronavirus@dc.gov) with the following information:
  - "COVID-19 Consult" in the email subject line
  - Name and direct phone number of the best point of contact at the establishment for DC Health to return the call
  - Estimated number of patrons/visitors potentially exposed
  - Short summary of incident/situation
- An investigator from DC Health will follow-up within 48 hours to all appropriately submitted email inquiries.

The guidelines above will continue to be updated as the outbreak evolves. Please visit [coronavirus.dc.gov/](https://coronavirus.dc.gov/) regularly for the most current information.