



## **Phase 2 Guidance for Lodging Facilities:**

Last Updated 6.12.20

### **Section 1. Staff Precautions**

#### **Employee Illness**

- Do not allow employees to come to work if sick.
- Supply staff with masks when social distancing is not feasible.
- If employee is sick with COVID-19 symptoms (cough, fever, or shortness of breath) please encourage them to go in for testing and follow CDC guidelines to wait for results before returning to work.

#### **Precautions**

- Encourage frequent handwashing
- Have employees take temperatures and assess other symptoms.
- When applicable, ensure employees are using PPE appropriately.
- Signage reminders to patrons to not come in if immunocompromised or ill
- If necessary, establish an illness/leave policy for employees.

#### **Considerations for Vulnerable Staff:**

The following groups are considered higher risk for developing severe complications from COVID-19:

- People aged 65 and over
- People who live in a nursing home or long-term care facility
- People who are immunocompromised
- People with underlying medical conditions

**Vulnerable populations are still encouraged to stay home as much as possible.**



## Cleaning and Hygiene Protocols (All Staff):

- Switch to and use disinfectant products that have been pre-approved by the U.S. Environmental Protection Agency (EPA) for use against emerging viral pathogens.
- Disinfectants should be applied during routine cleaning of guestrooms, public spaces, health club areas and meeting rooms.
- Public spaces, and the front desk, need to be cleaned frequently.
  - If possible, consider providing disposable disinfectant wipes to front-house staff to disinfect surfaces between guests.
  - High touch areas in public spaces include tables in the lobby area, buttons on elevators, water fountains, and ice and vending machines.
  - Pens at the front desk and room keys and key cards should also be cleaned with disinfectant.
- To the best of your abilities, review and implement a process to maintain records of registered guests and staff. This information is vital to health departments when beginning contact investigations.

## Housekeeping Staff:

Consider implementing the following measures with your staff to help prevent COVID19:

- Train staff on 'Standard Precaution' methods
  - <https://www.cdc.gov/oralhealth/infectioncontrol/summary-infection-prevention-practices/standard-precautions.html>
- If possible, housekeeping staff should wear disposable gloves when cleaning.
  - Staff should be taught proper method of removing gloves, and utilize proper disposal methods.
- Housekeeping carts should be assigned to specific staff members, or should be sanitized before use each day.
- Housekeeping staff should clean high-touch areas of rooms frequently. Examples include:
  - Door jams, sides of doors, door handles
  - Remote controls
  - Sides of shower curtains



- Chair frames
- Showerheads
- Tops of headboards
- Electrical sockets, charging stations, light switches
- Shower valves
- Hair dryers

### **Laundry:**

- Linens may become contaminated with the virus, consider adding disinfectant when washing laundry.
  - Bed scarfs and bedspreads should be washed more frequently.
- If clothing or bedding have blood, body fluids and/or secretions, wear disposable gloves while handling soiled items, remove gloves and wash hands immediately afterwards.

### **Waste management:**

- All waste generated can be bagged in a regular plastic garbage bag and disposed of in regular household waste.
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## Section 2. Guest Precautions

### Social Distancing Ideas

#### Considerations for Patrons:

- Minimize the use of gathering and lobby areas.
  - Remove or block off seating in lobby areas. Ask that guests do not congregate in lobby areas.
- Minimize or limit the use of shared items among customers (e.g pens).
- Encourage patrons to check-in alone if possible.
- Install plexiglass shields as appropriate.
- Clearly communicate building protocols through signage and floor markings.
  - Put markings on the ground to allow for spaced-out lines at check in and check out areas.
- Considering implementing online check-out methods to avoid congestion at registration areas.
- Limit the use of touchscreens for the public.
  - Provide disposable wipes for patrons to clean touchscreens before and after each use.
- Remove food/beverages at check-in counter– consider restocking with single-serving items.
- Consider adding signage to encourage foot traffic in one direction.

#### Cleaning and Hygiene Protocols (Guests):

- After Check-In
  - Provide guests with information about where to get tested or where to seek medical care within the area.
  - Ask guests to monitor themselves for symptoms throughout the trip and to seek a healthcare professional if any symptoms develop.
  - Provide disinfectant wipes in all guest lodging facilities to utilize throughout their stay.
- Before Checking-Out
  - Ask guests to wipe down all frequently touched surfaces within their room prior to check-out.



## Prevention Tips for Within the Lodging Facility

- Post signs throughout the facility describing ways to prevent the spread of germs.
- Avoid shaking hands as a social greeting.
- Support hand and respiratory hygiene as well as cough etiquette by members, visitors, and employees.
- Cover your coughs and sneezes:
  - Cover your mouth and nose with a tissue when you cough or sneeze.
  - Cough or sneeze into your upper sleeve or elbow, not your hand.
  - Throw used tissues in a lined wastebasket and wash your hands. Lining the wastebasket with a plastic bag makes waste disposal easier and safer.
  - Wash your hands after emptying the wastebasket.
- Wash your hands:
  - Wash your hands often with soap and water.
  - Dry your hands with a paper towel, or with your own cloth towel that no one else shares.
  - Use an alcohol-based hand sanitizer if soap and water are not available.
- Make sure tissues are available and every sink is well-stocked with soap and hand drying materials for hand washing.
- Position a trash can near the exit to make it easy for employees and guests to discard tissues, paper towels, etc.
- Request that ALL guests watch for signs and symptoms of illness, not visit public spaces if they do, and to contact a healthcare provider.



### Section 3. Communicating with guests prior to arrival:

If a person staying within a lodging facility tests positive for COVID-19, they will be required to be isolated until they meet the CDC criteria for release from isolation. Release from isolation must be cleared by the Health Department (MCA 50-18-107). If the individual is unable to leave Flathead County, isolation may result in someone staying in your facility for a longer period of time than initially planned.

- **Prior to booking a room, all potential guests should be informed that they are responsible for all expenses incurred if their stay has to be extended.**
  - Consider creating a waiver for guests to sign during the reservation process stating that they agree to pay any incurred expenses in the case of a mandatory self-isolation.
- **Please note that Flathead County does not have a location to house COVID-19 patients.**
  - COVID-19 patients will be admitted to the hospital only if their symptoms become severe and they are in need of heightened medical care.

#### Online Communication:

- Communicate the status of your hotel, pertinent COVID19 news in Flathead County, and changes in your operations on your website page. Consider utilizing the following strategies:
  - Utilize a pop-up message on your booking page informing guests of expectations and requirements prior to making reservations.
  - Post in-line messaging throughout your website.
  - Create a FAQ page document your operational changes.

#### In-Person Communication:

- Keep guests informed of your policies and procedures throughout their stay. Consider implementing the following strategies:
  - Post a sign at your front door explaining the safety policy before entering the property.
  - Post a letter at your front desk detailing your staff's response to COVID19 and the expectations of guests.



## **Section 4. Considerations for guests who test positive with COVID-19:**

If an individual tests positive in Flathead County, they will be required to isolate until they meet CDC criteria for release from isolation. Release from isolation must be cleared by the Health Department (MCA 50-18-107). If the individual is unable to leave Flathead County, isolation may result in someone staying in your facility for a longer period of time than initially planned.

### **Lodging facilities should consider solutions to address the following situations:**

- A guest asks to extend their stay to a 10-day minimum.
  - Consider leaving 1-2 rooms unbooked at all times to accommodate the potential need for self-isolation.
  - Require all guests to sign a waiver prior to booking that they agree to pay for all expenses incurred in the case of a mandatory isolation.
- Cleaning of the room.
  - Notify housekeeping staff to not enter the room.
  - Provide adequate cleaning and disinfection supplies for individual to utilize themselves.
  - Please note that if a person is under mandatory isolation for COVID19, a FCCHD public health nurse will check-in with the individual every-day via phone-call.
- Delivering food and essential goods.
  - Food or essential goods may be delivered to the door of the hotel room.
  - Individuals delivering goods should utilize proper PPE when placing the items at the door. Hand hygiene should immediately follow.

### **Quarantine of contacts and communication:**

- Health Department will notify contacts of their exposure, assess for symptoms, and give quarantine instructions.
- Per the CDC recommendations, testing of all close contacts may be conducted depending on availability of testing resources.
  - Health Department staff will make testing recommendation to close contacts at time of investigation.
- If a close contact is positive, an investigation will be initiated on that individual and they must remain in isolation until they meet the CDC



criteria for release from isolation. Release from isolation must be cleared by the Health Department.

### **Cleaning and disinfecting the room after the individual leaves:**

- **Wait 24 hours** before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- After 24 hours, open outside doors and windows to increase circulation in the area.
- Clean and disinfect all areas used by the person who is sick, such as bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and kitchen areas.
- Vacuum the space if needed. Use vacuum equipped with high-efficiency particulate air (HEPA) filter, if available.
  - Do not vacuum a room or space that has people in it. Wait until the room or space is empty to vacuum.
- Once area has been appropriately disinfected, it can be opened for use.
  - Workers without close contact with the person who is sick can return to work immediately after disinfection.
- If **more than 7 days** since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.
- Continue routine cleaning and disinfection.