

Hotel Recovery and Limited Operations Checklist

A. HOTEL SIGNAGE

Signage at each entrance of the building to inform all employees, guests and visitors that they should avoid entering the building if they have a cough or fever; maintain a minimum six (6) foot distance from other persons.

Post Social Distancing / Physical Distancing protocol at each entrance of the building.

- Ensure that all required signage/postings are in place as required by hotel brand / Management Company.
- Place-tape or other markings at least six (6) feet apart in guest/customer line areas, inside the building and on walkways to public entrances with signs directing guests/customers to use the markings to maintain distance.
- Post required hygienic practices in all employee and guest areas that include the following guidance, at a minimum:
 - Not touching face with unwashed hands or with gloves. Avoid touching eyes, nose, and mouth with unwashed hands or gloves.
 - Wash your hands often with soap and water for 20 seconds.
 - Use of hand sanitizer with at least 60% alcohol.
 - Clean and disinfect frequently touched objects and surfaces such as keyboards, telephones, handrails, machines, shared tools, elevator control buttons, and doorknobs.
 - Cover your mouth and nose when coughing or sneezing as well as other hygiene recommendations by the CDC.

B. MEASURES TO PROTECT EMPLOYEES

Property should maintain an adequate supply of personal protective equipment [PPE] for all employees to include, at a minimum: cloth face coverings, vinyl or nitrile gloves, eye and face protection, disinfectant wipes and personal hand sanitizer containing at least 60% alcohol.

Management needs to determine if guestrooms will be cleaned or not. This will depend on your staff's comfort level, number of employees on duty etc. You may decide to leave fresh linens and amenities at guestroom doors.

- Any employee who may carry out their work duties from home is directed to do so.
- Employees notified to stay home from work, if sick.
- Conduct employee symptom and temperature checks before employees enter the building (Employees with fever, cough, shortness of breath, temperature of 100.5 or higher, should be sent home).
- TRAIN all employees on the proper use of cleaning supplies, the use of masks and gloves, and the hotels cleaning protocols.
- All employees should wear a cloth face-covering (follow all State requirements).
- Separate all desks and individual workstations by at least six (6) feet. Employees shall practice social distancing throughout their workday, with guests and other employees.
- Break rooms, restrooms and other common areas are being disinfected frequently.
- Contact your chemical supplier and seek guidance on what chemicals are best to use. They may also provide training for hotel staff in the proper use of their product, per EPA and CDC guidelines.

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B. MEASURES TO PROTECT EMPLOYEES (continued)

- Disinfectant and related supplies are available to all employees.
- Consult your Chemical Safety Data Sheets (SDS) for product use, proper mixing ratios, and how to properly protect the employees.
- Hand sanitizers containing at least 60% alcohol are available to employees,
- Soap and water are available to all employees.
- Employees are allowed frequent breaks to wash their hands.
- Employees should be encouraged to stagger breaks and lunches, if practicable, to reduce the size of any group at any one time to less than ten (10) people
- Maintain records that allow management to trace who has been in contact with any infected individuals that have been to the property, i.e., guest registration records, employee work assignments, documentation of key control procedures, including electronic lock records and electronic security camera footage.

C. MEASURES TO PROTECT PUBLIC AREAS

Establish updated occupancy for lobby and other public spaces. Limit the number of guests/visitors in lobbies, meeting rooms, restaurants and other public/common areas of the hotel, which would allow occupants to easily maintain six (6) foot distance from one another at all practicable times. Limit maximum occupancy. Follow State guidelines on groups and meetings.

- Employees should monitor entrance(s) to ensure maximum occupancy is not exceeded.
- Employees are instructed to maintain at least six (6) feet distance from guests/customers and from each other.
- Identify choke-points and "high-risk" areas where employees/guests/visitors are forced to stand or sit together such as corridors, elevators, break areas and guest shuttles/transportation and control them ensuring that physical distancing is maintained.
- Minimize interactions when picking up or delivering items to guest rooms ensuring six (6) feet physical distancing,
- Prevent guests/customers from self-serving any items that are food-related.
 - All items are pre-packaged in sealed containers by staff.
 - Bulk item food bins are not available for guest self-service use.
 - Avoid self-service buffet food, continental breakfasts, happy hour, concierge lounges etc.
 - Determine if your room service will leave food at the door, or place it inside the guestroom.
- Provide for contactless payment systems or, if not feasible, sanitizing payment systems regularly.
- Discourage employees from using others' phones, desks, offices, work tools, and equipment. Clean and disinfect after each use.
- Discourage employees from sharing food, drinks, etc.
- Property employees are adhering to CDC recommended protocols for cleaning practices.

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C. MEASURES TO PROTECT PUBLIC AREAS, continued

- Restrooms normally open in public/common areas shall remain open.
- Disinfecting wipes that are effective against COVID-19 are available near bell carts and other guest-use equipment such as water fountains, vending machines, ice machines, pens, stylus pens, and room keys and key cards.
- Employees assigned to disinfect bell carts and other guest-use equipment, ideally after each use.
- Hand sanitizer, soap and water, or effective disinfectant is available to the public at or near the entrance of the facility
- Schedule and perform routine cleaning and disinfection of all contact surfaces in public areas, guest rooms, television remote controls, toilet flush handles, water faucet handles and flooring.
- Clean elevator call buttons and interior floor buttons and railing on a regular basis.

F. MEASURES TO PREVENT SPREAD OF INFECTION WITHIN PROPERTY

- Post signage at main entrance instructing guests/visitors not to enter if they are symptomatic (e.g., fever, cough, shortness of breath, pneumonia or bronchitis).
- Support hand and respiratory hygiene as well as cough etiquette by guests, visitors and employees.
- Discourage shaking hands and hugging as a social greeting.
- Place alcohol-based hand sanitizer in every restroom (ideally both inside and out), at each end of the row of exercise machines, and at least one in the free-weight area.
- Position germicidal spray and paper towels at each end of each row of exercise machines in gym areas, and at least one in the free-weight area.
- Make sure every sink is well stocked with soap and hand-drying materials for hand-washing.
- Place trash cans near all entrances/exits to make it easy for guests, visitors and employees to discard tissues, paper towels, etc.
- Request guests to minimize direct contact with employees.
- Reduce/eliminate housekeeping services, e.g., deliver requested items to door only.
- Eliminate/reduce in-person check-in/check-out with automated process.

H. START-UP PRACTICES FOR BUILDING SYSTEMS AFTER FULL/PARTIAL SHUTDOWN

Many hotel brands and management companies are issuing guidelines on proper building startup when you are ready to open. Seek guidance there first. Your hotel is unique, and has a variety of systems, so startup will be determined by your specific situation.

- Follow manufacturer's instructions for re-start of any affected building systems and equipment. Consult building engineer when re-starting equipment.

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H. START-UP PRACTICES FOR BUILDING SYSTEMS AFTER FULL/PARTIAL SHUTDOWN, continued

- Check your FIRE ALARM panel to ensure there are no “trouble” or “tamper” alarms. The panel should be in a “normal” or “ready” status.
- Check that your fire sprinkler system is at proper pressure, and your fire pump works properly.
- Make sure your required fire sprinkler inspection and certification records are current. If not, get system serviced immediately.
- Flush any water-using fixture/equipment - begin with those closest to incoming main.
- Flow hot/cold water at sink/shower head for at least five (5) minutes in guest rooms unoccupied for seven (7) days.
- Flow hot/cold water at sinks/shower heads located in employee locker room/fitness center areas.
- Keep a written log of guestroom and public area water sink and shower flushing. Dates and times etc.
- Clean, disinfect and change filter of any ice machines that were shut down.
- Run hot/cold water faucets and drinking fountains for five (5) minutes before using the water.
- Operate food service and beverage equipment including dishwashers, bar glass washers through one (1) cycle.
- Kitchen hoods and make-up air for kitchen hoods should be fully operational before restoring gas to equipment and igniting pilot lights. Make sure your cooking hoods are clean and free of grease that could cause a fire.
- Reduce and consolidate food stored in refrigerators/walk-ins. For unused refrigerators and walk-ins, clean first and then shutdown to save energy.
- Backwash pool and spa filters and change media. If pool/spa were closed for extended period, chemically shock system prior to activating. Management should decide if you want your pool area open or not.
- Chemically shock any decorative fountains or water features that have been turned-off for extended periods.
- Zone temperatures for comfort cooling/heating should be restored to normal set points and verified for proper operation.
- Manage thermostat settings to 65°F for heating, 78°F for cooling, and a 60% relative humidity.
- Regularly inspect unoccupied or dormant rooms to ensure door is locked, no water leaks, HVAC is set properly.
- Determine if you will need your regular Waste Removal, or if you want to change it to an “on call” basis.
- Contact your pest control vendor and have them treat dormant or hotel areas not in use, per acceptable standards.
- Elevators: If the elevators have not been used, you may want to have them inspected by your elevator service company, prior to use.
- Elevators: Check to make sure you are still current on your operating permit and state safety inspection (check dates).