

SAFER

Safe Actions For Employee Returns



SAFER Framework Summary

Background

The core objective of SAFER is establishing sustainable safe operations for employers and workers as they navigate what the world of work looks like as a result of the COVID-19 pandemic. Our short-term objectives are to:

- Aggregate and analyze current practice and guidance from the business and public health communities
- Develop and publish regularly updated data-driven guidance and recommendations for safe return to and continuation of work, both broadly and relative to specific risks, industries, or conditions as they emerge
- Provide employers the tools and solutions they need to take action in complicated and challenging times
- Investigate the topic areas and operations types representing the most pressing concerns for employers planning for return to work.

The below framework is suggested based on review of dozens of corporate and public health protocols, recommendations, and guidance resources (a full list of publicly-available material is provided at the end of this document). The framework represents a map of the key areas around which corporate and public policy leaders are taking action, as well as the operations types in play, and will be the basis from which SAFER will build its recommendations for a safe return to and continuation of work. This framework is open to modification based on the feedback of the SAFER Task Force, a consortium of Fortune 500 companies, leading safety organizations, and public health professionals and experts. A full list of Task Force members is included at the end of this document. A more detailed description and list of considerations related to each of these topic areas follows.

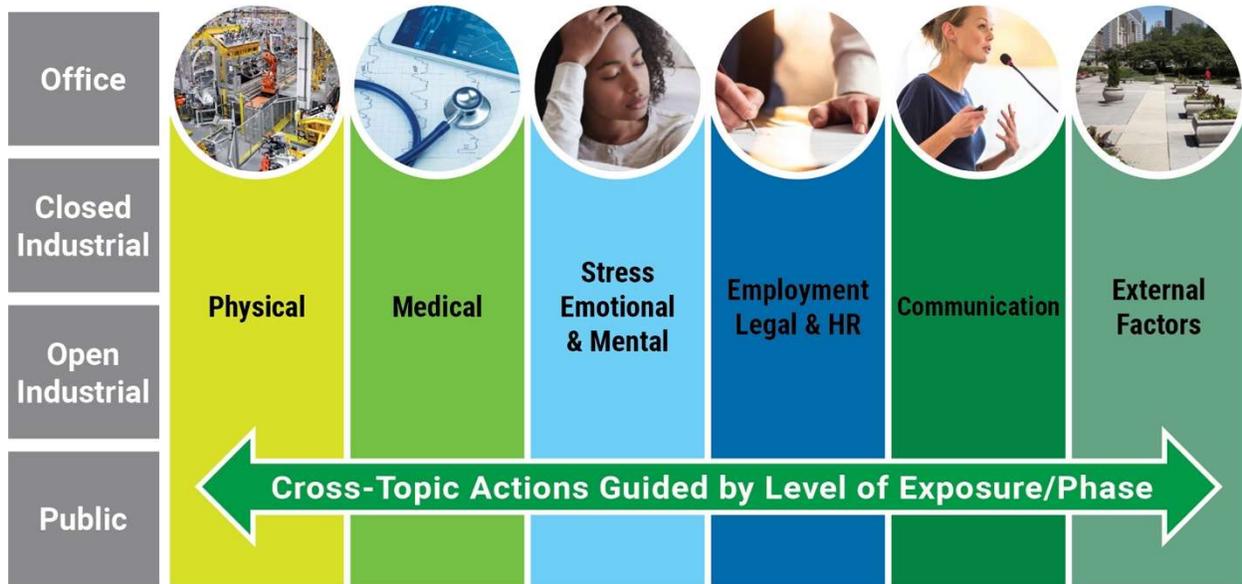
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SAFER Framework



Areas of Clarity and Challenge

It is important to note that not all topic areas for returning to a safe workplace within the framework are created equally. Some topic areas have clearer, more widely-accepted guidance available, while others are more complex in scope or require information or solutions not yet available. Although much of the guidance presented in this document has universal applicability, regional or local public policy may constrain wholesale implementation across all sites of an organization.

Examples of areas of clarity include guidance around physical distancing, need for widespread testing and contact tracing, and usage of face coverings and other personal protective equipment. Examples of areas of challenge include supply and authenticity of personal protective equipment and cleaning supplies, infrastructure and capacity for regular testing and certain medical aspects related to the pandemic itself (e.g. disinfection, immunity, etc.). Although the SAFER Framework does not yet address which topic areas are more established in terms of accepted guidance and which areas are still awaiting further clarity, the SAFER Task Force is expected to discuss and act on these issues as appropriate.

Next Steps

It is anticipated that the SAFER Task Force will review and make suggested changes and additions to the framework over the course of its first few weeks of operation. Concurrently and in conjunction with the SAFER Task Force, the National Safety Council SAFER research team will update the overall framework while conducting deeper investigation into each topic area, synthesizing existing and emerging guidance, strategy and tactics. This work would result in a more concrete framework (envisioned below) as well as specific, actionable playbooks within each topic area. Additional outputs could include a set of recommendations or overlay of factors on an operations-type basis (e.g. enclosed industrial, open industrial, office, public working environments). It is the intent of the National Safety Council to have these deliverables available on a rolling basis as soon as feasible.

Note that this document as well as more specific playbooks will include exploration of/guidance on legal, labor, and other considerations within each topic area.

Considerations & Actions by Phase	Phase 0: Pandemic Mode Widespread Transmission & Significant Restrictions	Phase 1: Limited Operating Mode Declining/Flat Transmission & Reduced Restrictions	Phase 2: Eased Restriction Mode Contained Transmission & Minimal Restrictions	Phase 3: "New Normal" Mode Monitored Transmission & Long-Term Policy
Physical				
Medical				
Stress, Emotional & Mental Health				
Employment, Legal & HR				
Communication				
External Factors				

Physical Considerations

Preparing the physical workplace for return to work

A major consideration every organization should evaluate before issuing a return-to-work order are the practices they have adopted to promote a safe physical environment for workers. Employers should develop procedures for building maintenance and care, maintaining physical distance, and mitigating risks for employees who need to perform work in public environments that are outside of the organization's control.

Buildings, Facilities and Operations

Although many employers have had to carry on essential work operations in their facilities despite shelter-in-place restrictions, these businesses and others will have employees returning to physical environments that need to be adequately prepared for infection control and physical distancing practices. Employers should consider the following actions when preparing physical spaces for a return to work:

- Schedule a full sanitization of the facility and equipment prior to returning employees to work (consider there may be a required inspection audit or proof of full sanitization by local authorities before a facility may be allowed to re-open)
- Assess the space to determine the maximum capacity possible when occupants maintain the advised distance from each other; then monitor the number of people occupying that space to ensure the maximum is not exceeded
- To reduce touch points, install motion-detection sensors in place of switches where possible
- Conduct a formal assessment for determining areas (e.g., rooms, gathering areas, areas dedicated to critical or essential workers, etc.) that can be closed off that are not needed to do business, and then close access to them
- Classify worker exposure to SARS-CoV-2 (i.e., [OSHA's Occupational Risk Pyramid](#)) in order to determine and implement control measures
- Consider installing hands-free arm-pull or foot-operated door openers where possible
- Develop site cleaning guides and frequency (e.g., hourly, twice per day) that specifically address heavy usage areas (e.g., restrooms, elevators, onsite gyms/exercise rooms, elevator buttons, door handles), cleaning chemical inventories, secondary containment training and labeling and training for proper disinfection techniques (e.g., disinfecting incoming equipment for service centers)
- Inspect core building infrastructure including HVAC, water systems, and plumbing to appropriately flush the systems and install new filters, etc.
- Inventory, procure and store Personal Protective Equipment (PPE) needed based on worker risk exposure

- Train and post signage for proper PPE usage, identification (e.g., face shield for grinding operations versus plastic barrier for screening), etc.
- Develop process for procurement and storage of hazardous materials (e.g., hand sanitizer, cleaners, disinfectants)
- Develop a workplace reconfiguration plan that takes physical distancing requirements into account, including occupancy limits for areas, workstation repositioning and common areas
- Develop and deploy site pre-check assessments and readiness audits prior to reintroducing employees
- Provide resources to temporary workers in terms of training and safety and health protections, including providing PPE (see https://www.osha.gov/temp_workers)
- Establish protocols for proper disposal of face masks, gloves, and other disposable PPE worn during work shifts
- Establish protocols for proper cleaning and disinfection of PPE if it is able to be reused
- Develop, implement and monitor a training program to ensure employees wear PPE properly
- Develop a plan for the safe restart of site assets and equipment including restart procedures, equipment maintenance audits, and preparation checks
- Develop and implement a COVID-19 inspection checklist to ensure that compliance to the physical conditions requirements are met

Physical Distancing

Once employees have passed entrance screening, there are still potential risks inside of a workplace that can be at least partially mitigated through physical distancing protocols. Employers should consider the following actions to promote and encourage appropriate physical distancing in the workplace:

- Facilitate use of individual rather than collective transport to limit possible exposure
- Use visual cues and signage that encourage physical distancing
- Recommend conducting formal risk assessments for determining the most reliable physical distancing recommendations (i.e., using the hierarchy to decide on controls), especially in high-risk or out of process activities
- Designate separate entrances and exits for buildings and rooms, if possible, and provide directional signage for traffic flow along with physical distancing reminders/cues (e.g., maintain six feet, one-way pedestrian traffic flow, floor markings)
- Arrange workspaces for appropriate physical distancing between desks/chairs/conference tables (e.g., use only alternate desks, remove chairs and tables)
- Document and display appropriate occupancy for rooms to allow for proper physical distancing given specific square footage

- Continuously monitor space use and density for different floors and/or heavily trafficked rooms (e.g., conference rooms)
- Support policy, training, signage, etc. with enforcement of physical distancing (e.g. verbal warning, corrective action, etc.)
- Consider installing physical barriers like plastic sneeze guards between work spaces that cannot conform to physical distancing guidelines
- Designate increments of acceptable physical distance on floors where lines might form (e.g., entrance to building, restrooms, etc.)
- Identify physical bottlenecks where physical distancing is more difficult and implement plans for alleviating bottlenecks (e.g., restrooms, corridors, stairwells)
- Develop protocols for use of confined spaces like elevators (e.g., limit capacity to 2-3 people, guide employees on how to position themselves in elevators, etc.)
- Remove furniture in congregation-prone areas to discourage physical closeness (e.g., reception areas, waiting rooms, dining areas, etc.)
- Consider other factors for physical distancing, such as staggered shift operations, staggered meetings using audio/visual tools for communicating and staggered break times
- Find alternate ways to clock in
- Establish when face coverings need to be used or not (e.g., passing in the hallway versus having a conversation in the hallway)
- Consider designating additional break rooms and lunchrooms to limit worker density and allow proper physical distancing
- Consider using technologies to monitor and govern physical distancing throughout a physical location
- Stress the importance of practicing physical distancing while taking public transportation to and from work

Public Workspace Risk Management

In certain cases, employees may have to conduct work in a public environment or an environment outside the direct control of their organization. To mitigate risk to the employee, and to mitigate risk to the public, employers should consider the following actions:

- When possible, set an extended perimeter around a workspace to place adequate distance between the worker(s) and other individuals
- Ensure employee vehicles (owned by the employer) always have sufficient levels of necessary COVID-19-specific PPE (e.g., masks, gloves, etc.)
- Provide training to all employees how to operate safely in public spaces or environments outside the direct control of the organization

- Advance communication with external sites to discuss and confirm that COVID-19 guidelines (e.g., physical distancing, etc.) are being followed to the best of the external site's ability
- When possible, advance communication as to whether individuals at the site have recently been confirmed positive
- Provide a method for employees to request additional PPE
- Provide a method for employees to report unsafe behavior by fellow employees or exposure-related incidents (e.g. forced to be near an individual showing symptoms of an illness)
- In lone worker scenarios, provide a direct line of communication with the company in case of sudden illness or emergency situations
- Implement policies to limit the number of workers needed to be present to carry out any tasks off of company-owned property

Medical Health Considerations

Protecting the health of workers before and after returning to the workplace

Prioritizing the physical health of workers as they return to the workplace is key to protecting their physical safety. Employers should develop procedures for monitoring and promoting the medical health of the workforce, ensuring appropriate physical distancing, and encouraging overall good hygiene and infection control practices. For additional information visit the World Health Organization website at <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

Screening and Reporting

In order for employees to return to a workplace, many organizations may institute screening (through self-assessments and temperature checks) to clear employees for entry into a building or site. While these screening methods are not foolproof measures to detect COVID-19, organizations should consider the following actions:

- Provide written communication and/or webinars to inform employees how, when and where screenings will be conducted and what will happen should an employee “fail” a temperature screening or provide an unwanted answer on a screening questionnaire
- Engage safety committees in assisting with creating guidelines
- Outline and make employees aware of the procedure for failed COVID-19 screenings
- Ensure mechanisms are in place to track and understand completion and engagement metrics around screening communications and training
- Create guidelines for supervisors and managers in the event of a failed screening and ensure the employee has transportation and a place in which to shelter/self-isolate
- Establish a process, including speaking points, for communicating to employees who have been in contact with a symptomatic employee (e.g., what steps occur as a result, self-quarantine, area closed for deep cleaning, etc.)
- Draft talking points for supervisors and managers to inform employees about a confirmed case in a calm, informative manner
- Communicate exposure information and screening results with third-party employers, such as staffing companies providing temporary workers, in a timely manner
- Help employers conduct needed public-health oriented measures (e.g., temperature checks) while also following HIPAA regulations for health data/information
- Develop self-screening procedures for a dispersed workforce that reports to job sites, but not a company central location
- Implement signage and other hazard controls in entrance screening cueing areas (ensure that cue is protected from adjacent vehicle traffic)

Responding to Medical Health Concerns

In the event that an employee fails a screening process (e.g., registers a fever, tests positive for COVID-19) and/or exhibits symptoms related to COVID-19, employers need to be ready to respond and should consider the following actions to address medical concerns:

- Develop, communicate and train employees on entrance screening protocol including temperature checks and response protocol for failed screenings while following EEOC guidelines for HIPAA compliance
- Consider, when possible, reliable temperature measurement and monitoring systems that require minimal operator intervention or that work as a standalone hands-free self-service system
- Identify screeners and protocol for screener safety (e.g., appropriate PPE) and tracking of temperature checks or health assessments
- Develop COVID-19 medical reporting protocols for workers that develop symptoms
- Set up an isolation room and associated protocols including required equipment and procedures for entering/exiting and transportation guidelines
- Dispense PPE to symptomatic workers and place in isolation
- Document and track failed screenings for contact tracing and arrange transportation home for workers denied entry
- Develop protocol for reporting positive test results to appropriate public health authorities as needed
- Provide self-quarantine guidelines for workers who fail screening, check-in with them regularly and develop protocol for post-quarantine return to work
- Develop, communicate and train all employees on protocols in the event of a colleague exhibiting symptoms
- Establish disposal procedures and necessary equipment for PPE that will no longer be utilized (e.g., spent face coverings, gloves, respirators)

Hygiene and Infection Control

Employers should strongly encourage their employees to practice good hygiene and infection control. They should also provide ample opportunity for workers to engage in proper hygiene practices. Specifically, employers should consider the following actions to promote workplace hygiene:

- Encourage workers to stay home if they feel sick and if an onset of symptoms develop while at work, report it immediately (communicate any changes to sick time policies, like previous requirements for a physician's note when out more than a certain number of days)
- Encourage frequent hand washing and make hand sanitizer available in several locations, especially near common touchpoints

- Train and post signage about proper hand hygiene techniques in washrooms and break rooms
- Provide adequate amounts and locations of tissues, no-touch trash cans, soap and alcohol-based hand sanitizer
- Consider installing hands-free arm-pull or foot-operated door openers in restrooms and for other heavily trafficked doors
- Encourage proper respiratory etiquette including covering coughs and sneezes with either a tissue or coughing into a sleeve (encourage wearing a face mask if deemed necessary and appropriate)
- Discourage the shared use of objects to the extent possible (e.g., phones, computers, office equipment and supplies, kitchen equipment and supplies) and when not possible, disinfect before/after use
- Provide training and information on proper disinfection techniques for shared spaces and objects (when unavoidable)
- Consider extending cleaning services (or develop a cleaning checklist) to include shared company vehicles, where applicable
- Consider strategically placing branded visual signage as a straightforward approach to remind people how to reduce their risk (i.e., with a focus on high-risk areas)
- Explain the difference between cleaning and disinfecting
- Provide employees with disinfecting cleaning wipes to clean their own spaces such as desks, keyboards, phones, etc. on a regular basis
- Advise staff of how to treat items brought into the clean workplace (e.g., personal possessions, food items, laptops, PPE, etc.)

Stress, Emotional & Mental Health Considerations

Providing employees the support needed to return to work

The safety and physical health of employees is top of mind for organizations as they look to reopen workplaces and have workforces return. Another set of considerations for employers is how they intend to allay the concerns, anxieties and uncertainty that workers may feel about their jobs and the future of the organization when returning to work. Additionally, employees may have experienced high levels of stress associated with financial, employment, food or housing instabilities, the long-term effects of which may continue to impact employees' return to work and their ability to safely focus on the job at hand.

Extended social isolation increases risk for the development of mental health issues and substance use disorders, can exacerbate pre-existing conditions, and increases the risk of relapse or deterioration for people in recovery. Isolation is a well-documented risk factor for suicide, and connectedness is one of the best protective factors that helps to increase people's resilience and buffer them against the risk of suicide. Below are several factors for employers to consider regarding employee emotional and mental health when drafting overall plans for returning to work and full operations.

Connecting Employees to Mental Health Resources

Employers have a unique ability and responsibility to manage their relationship with benefit providers, such as Employee Assistance Programs (EAPs) and health insurance plans to ensure workers have access to the help and support they need. Having employees know their employers are supporting them through these difficult times can make a significant difference for their mental and physical health. Human Resources teams and supervisors can help make this difference a reality.

- Encourage EAPs and health insurance plans to be very active in promoting their telephone and online counseling services through various communications, campaigns, etc.
- Establish a mental health taskforce with management representation from all functional areas and provide training on how to spot the signs of mental health issues and approaches for handling or starting a conversation with an employee who is exhibiting signs (consider having an identifier worn or used by every member of the taskforce so employees can easily identify who they can speak with should they want to do so)
- Communicate frequently to reassure employees they can get help for any kind of problem, and promote a culture that normalizes seeking support

- Consider using mobile and digital tools to provide resources
- Repeatedly share all the resources provided by your benefits providers and local community programs
- Provide easy links to national support hotlines, including but not limited to:
 - [National Suicide Prevention Lifeline](#)
 - [Childhelp National Child Abuse Hotline](#)
 - [The National Domestic Violence Hotline](#)
 - [Eldercare Locator](#)
 - [National Sexual Assault Hotline](#)
 - [Find a Health Center](#)
 - [211.org \(multilingual resource to connect to local crisis and emergency services\)](#)
 - [Aunt Bertha Resource Database \(multilingual resource to connect to reduced-cost social services\)](#)
 - [SAMHSA National Helpline](#)
 - [Crisis Text Line | Text HOME To 741741 for free 24/7 Crisis Counseling](#)
 - [National Alliance on Mental Illness \(NAMI\): Find Support](#)
- Provide information about where to access self-screening assessments, for example:
 - [Mental Health American Self Screening Tests](#)
- Adjust and communicate appropriate HR policies and resources:
 - Provide a confidential helpline or email address for employees to get help accessing personal resources and treatment privately
 - Provide a confidential helpline for employees to raise job-related concerns anonymously
 - Be ready to provide assistance or links to local or national resources on common employee concerns, such as applying for unemployment, food insecurity, childcare, etc.

Other Transition Policies and Resources

While the pandemic created an obvious disruption to everyday lives, the return to work creates another type of disruption from what has become the “new normal” of sheltering in place and/or working from home. Organizations may want to consider the following actions to provide support and resources for employees as they transition back to the workplace:

- Allow for flexible policies as schools restart, daycares reopen and schedules become reestablished
- As part of EAP, offer financial counseling and support to help employees manage financial stress
- As part of EAP, provide counseling for substance misuse, fatigue, family stress and general mental health support; if counseling cannot be provided by the company, ensure policies allow for increased need for off-site counseling

- Recognize that stress and mental distraction can pose great hazards to worker safety, and take extra precautions for workers performing high-risk tasks
- Provide workers with education and opportunities to practice practical ways of reducing stress, such as mindfulness training, deep breathing and exercise (e.g., yoga)
- Provide support and information for employees anxious about leaving the relative safety of quarantine
- Allow for flexible policies as employees receive elective and routine medical care that may have been postponed due to the pandemic
- Allow for flexibility of employees to utilize paid time off to spend time with family or loved ones they were physically separated from during quarantine to help restore their connection with others, reduce stress, and regain a sense of normalcy
- Provide training for all leadership, supervisors, and employees on recognizing the signs of stress and how to create a culture of support and trust
- Educate all leadership, supervisors and employees on:
 - Understanding the impacts of COVID-19 on stress, mental health and substance use
 - Recognizing the signs of impairment, substance misuse or mental health distress
 - How to engage in mental health first aid and suicide prevention efforts
 - How to refer employees to other resources and support
- Recognize that the stress and mental health effects may be prolonged or delayed, and allow for a long transition period of several months

Employment, Legal & Human Resources Considerations

Preparing the workforce to transition back to the workplace

A major consideration beyond the protocols to address the physical, medical, emotional and mental issues of reopening the workplace is the cumulative level of change that employees have experienced over weeks and months. Workers will undoubtedly have many questions and/or anxieties about transitioning back to a physical work environment, in terms of both their safety and health as well as disruption to what has become the “new normal” of sheltering in place and/or working from home. Employers need to proactively identify potential problems and solutions. Cross-functional partnership at the leadership level will help ensure the workforce is physically and psychologically prepared to return.

Policies and Procedures

Because of the pandemic, organizations likely allowed for flexibility in some work policies, which may require further adjustment upon return to a physical workspace. Actions surrounding these types of policies and procedures include the following:

- Confirm work status (e.g. active, working extended hours, working from home, on leave or furlough, change in hours, change in pay)
- Determine essential roles and protocols around a phased re-introduction of workers
- Review employment actions based on business need (furlough/layoff, hour/pay change)
- Review workers' compensation procedures as related to COVID-19
- Assess employee travel policies, who is eligible to travel, and ways to track if employees are visiting a region/city where there are outbreaks or risks of exposure
- Consider reporting policies and mandatory 14-day quarantine for employees who travel for personal reasons (e.g. vacation) to high risk regions/countries
- Review work from home policies and provide instructions and tools for ergonomic setups
- Assess leave and PTO policies
- Review infection detection and reporting procedures and methods for tracking
- Develop a plan to reintegrate employees who have recovered from COVID-19
- Navigate the concerns for higher risk populations or consider how to phase in high-risk employee profiles (e.g. over 50 years old, known medical conditions that are at higher risk) following EEOC guidance on protected classes
- Resolve potential liabilities (e.g., work from home flexibility vs. return to work requirements, access to professional development for work from home employees, etc.)
- Consider allowing employees, where possible, to wear personal face coverings at work (check with applicable local and state requirements)

- Review reasonable accommodation program guidelines

Management of Change

Most employees will likely expect there to be changes in policies, protocols, and even the physical workspace following the pandemic shutdown. The following actions may be considered to reduce anxiety about returning to work and ensure that employees know what to expect:

- Maintain timely and frequent communication with employees about policy and design changes
- Cross-train workers to perform essential functions so the workplace can operate even if key workers are absent
- Solicit open feedback on challenges and take action, as appropriate, while communicating back to the employee explaining the rationale as to why or why not action was taken
- Convey in detail why certain protocol and design changes were adopted
- Provide virtual work support to encourage continued virtual collaboration
- Engage in virtual training to introduce employees to new protocols and patterns of behavior before they return to a physical workplace and ensure a method for acknowledgment that the training has been completed prior to returning to the workplace
- Inform and train employees in any new organizational roles and responsibilities that have been instituted as precautionary measures against reinfection
- Develop cross-training plans for potential fluctuation in the workforce (i.e., employees out for quarantine periods) to ensure business continuity, and communicate appropriately to help employees understand why
- Develop a process to effectively track employees who may be out for an extended period, and their tentative return dates for continuity purposes
- Develop plans for crucial leadership continuity should leaders be impacted and out of office due to COVID-19.
- Create a web page for employees dedicated to COVID-19 (e.g., internal memos, pay codes, EAP/HR links, etc.) and keep it updated

Communication Considerations

Ensuring effective and timely communication to facilitate return to work

Effective, timely and frequent communication is necessary to create the shared sense of safety and security among a workforce and ease the process of returning to work. In addition to including the details of the transition, a communications plan should anticipate employee concerns and questions. The right communication tactics can exhibit enhanced caring from leadership and help employees practice better awareness of their surroundings for physical distancing and more. Below are several factors for organizations to consider when developing a comprehensive change management communications strategy.

Instructions for Arrival

In order for employees to return to a workplace, many organizations may institute screening (through self-assessments, symptom checks and temperature checks) to clear employees for entry into a building or site, in addition to other new entrance policies. Communication should be explicit and clear so employees know what to expect when arriving back on site.

- Outline new entrance protocols for employees and visitors, including how, when and where screenings will take place (may need to be mailed to employees that do not have email addresses)
- Consider using simple, branded, visual signage as a straightforward approach to remind people to reduce their risk or let visitors know what your organization is doing
- Conduct demonstrations or training to introduce new behaviors to employees in anticipation of arrival back on site
- Provide instructions for bringing work equipment back into the facility and sanitizing items
- Alert employees to changes in the work environment (e.g., availability of meeting rooms, occupancy restrictions, relocation of work stations, etc. to allow for physical distancing)
- Describe how the facility or site was prepared for arrival of employees (e.g., cleaning and disinfecting)
- Leverage multiple communication channels to reach the audience including phone, app-based, video (e.g., Skype, Zoom), verbal, digital displays, speaker systems, flyers, posters, email and postal mail

Personnel and Policy Changes

Because of the pandemic, organizations likely allowed for flexibility in many work policies, all of which will have to be reassessed upon return to a physical workspace. To guard against subsequent waves of the virus, and to be better prepared for similar events, organizations will

likely create new roles and responsibilities for individuals. The following are some actions for communicating this information:

- Describe why certain groups or individuals were chosen to return to work, if using a phased approach
- Explain the rationale behind the creation of new roles/positions within the organization for handling the coronavirus
- Outline the new responsibilities for existing roles to ensure health and safety in the wake of the pandemic and how employees are expected to engage with the new roles
- Convey in detail why certain protocol and design changes were adopted
- Explain the benefits of returning to a shared work environment (e.g., increased productivity and innovation, access to shared equipment and network)

External Considerations

Raising awareness of the outside influences that can impact operations

As employers work to develop comprehensive continuation and/or return to work plans, changes in environmental and societal conditions outside of one's organizational control will need to be continually considered. As part of their efforts to address COVID-19 precautions, employers should develop protocols that can be adjusted based on external needs and shifts in policy, medical guidance and overall levels of community risk. These must be flexible and should be relative to city, county, state, and federal guidelines and levels of risk (e.g. infection growth rate, population density) , which may vary greatly in organizations with large footprints. By doing this, organizations can set themselves up for continued safe operations without needing to create new protocols in response to external influences.

Government Policies and Guidelines

An important consideration for return to work protocols is adhering to federal, state and local jurisdiction requirements for business operations and public interactions. Although federal executive orders mainly revolved around travel restrictions in and out of the country, the range of state by state and local jurisdiction mandates are wide. Therefore, employers should consider the following actions to keep up with changes in government policies related to COVID-19:

- Identify primary sources for government policy information (e.g., CDC, NIOSH, OSHA, National Governors Association, etc.) as well as sources for relevant state and local jurisdictions (e.g., county, township or city level ordinances)
- Regularly check for updates to government policy primary sources and assign responsibility for monitoring updates to a specific team or employee
- Consider the use of technology to assist in tracking policy information and regulatory changes and ensuring policy alignment and compliance
- Communicate any changes to organizational policy as a result of government mandates clearly and concisely to affected workers before and after policy change implementation
- Establish a system for tracking any required reporting data to government bodies, landlords or property management, and key corporate stakeholders

Community Risk

Because the coronavirus pandemic does not affect all locations equally, it is vital for employers to consider the specific exposure risks for the communities into which employees are returning. Therefore, employers should consider the following actions to keep their return to work protocols appropriate and safe for the communities in which they are operating.

- Monitor the number of confirmed COVID-19 cases in the community to assess for potential interaction of employees with confirmed cases to determine exposure risk
- Determine organizationally how community infection rates will impact self-assessment of exposure risk (e.g., very high, high, medium, low per [OSHA guidelines](#)) and put a plan in place for triggering any protocol changes based on local community spread
- Communicate any changes to organizational policy as a result of changes in community risk exposure clearly and concisely to affected workers before and after policy change

Framework for Levels of COVID-19 Response Protocols

To keep from creating new protocols from scratch in the face of changing external factors, employers should consider developing a phased or leveled approach to their return to work protocols. Although it is difficult to predict the state of the world in the future, employers who consider a leveled response will have a better chance at adapting to new restrictions efficiently with fewer pain points for their employees. Although the number of levels may vary for different organizations (e.g., full pandemic restrictions vs. limited pandemic restrictions vs. mission critical operations vs. new normal operations) the following aspects of the different levels should be considered:

- Identify who will determine the tolerable level of organization exposure risk for each level of operation and be prepared to shift levels based on risk exposure by performing a risk assessment
- Consider health and safety protocols appropriate for each level of operation (e.g., cleaning protocols, vulnerable risk groups, physical distancing, hygiene requirements, entrance screening, trace testing, critical workers who can't socially distance)
- Consider travel and meeting protocols appropriate for each level of operation (e.g., virtual vs. in-person meetings, mission-critical travel vs. opportunistic travel, site visitors)

References

In addition to the publicly available sources listed below, the NSC SAFER research team reviewed over 25 COVID-19 response playbooks from organizations in power generation, utilities, construction, manufacturing, chemical, oil and gas, and transportation industries. Information will be continually updated as more resources and playbooks become available to the research team.

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SAFER Task Force Members

ABSA International	Chemours
AECOM	City of Chesapeake (VA)
Ameren	City of Phoenix (AZ)
American Automobile Association	City of Sacramento (CA)
American Chemistry Council	ContourGlobal
American College of Occupational & Environmental Medicine	Cosette Pharmaceuticals
American Contractors Insurance Group	COVE: Center of Visual Expertise
American Industrial Hygiene Association	Cummins
American Petroleum Institute	Cushman & Wakefield
American Society of Safety Professionals	Day & Zimmermann
American Staffing Association	Department of the Navy
American Trucking Association	Dow
Associated General Contractors	Edison Electric Institute
Avetta	Electric Power Research Institute
BNSF	Employee Assistance Professionals Assoc.
Board of Certified Safety Professionals	ERM
Boston Consulting Group	FirstGroup
Captive Resources	Grainger
Cementos Progreso	HR Source
Charlotte-Mecklenburg Schools (NC)	Industrial Scientific & Intelx Technologies
	Infectious Diseases Society of America

SAFER

Safe Actions For Employee Returns



International Safety Equipment Association

ISN

ISSA - Worldwide Cleaning Industry

Association

Jacobs

Kennedy Forum Illinois

Krause Bell Group

Manufacturers Alliance for Productivity and

Innovation

McDonald's

Michael Best & Friedrich, LLP

NASA

National Association of Realtors

NIOSH – CDC

NSC Chapter Network

NSC Divisions & Delegates

Nutrien

ORCHSE Strategies, LLC

Owens Corning

Parsons

Pysch Hub

Recreation Vehicle Industry Association

Retail Industry Leaders Association

Safe States Alliance

Sodexo

Terex

Uber

United Rentals

U.S. Chamber of Commerce

US Steel

USG

Walgreens

Waymo

WorkCare

INFECTION PREVENTION: Cleaning, Disinfection and Hygiene



GENERAL GUIDELINES

- ▲ Follow local public health recommendations related to local pandemic activity and need for isolation and closing.
- ▲ Reinforce personal hygiene (hand hygiene and cough etiquette) throughout your operation.
- ▲ Provide hygiene materials such as tissues and hand sanitizer stations.
- ▲ Stock properly applicable disinfectant products.
- ▲ Closely monitor employee health. Encourage symptomatic employees to stay home.

HOSPITALITY

SPECIFIC GUIDELINES FOR PROCEDURAL IMPLEMENTATION

GUEST ROOMS

- ▲ Thoroughly clean and disinfect all hard surfaces.

PUBLIC AREAS

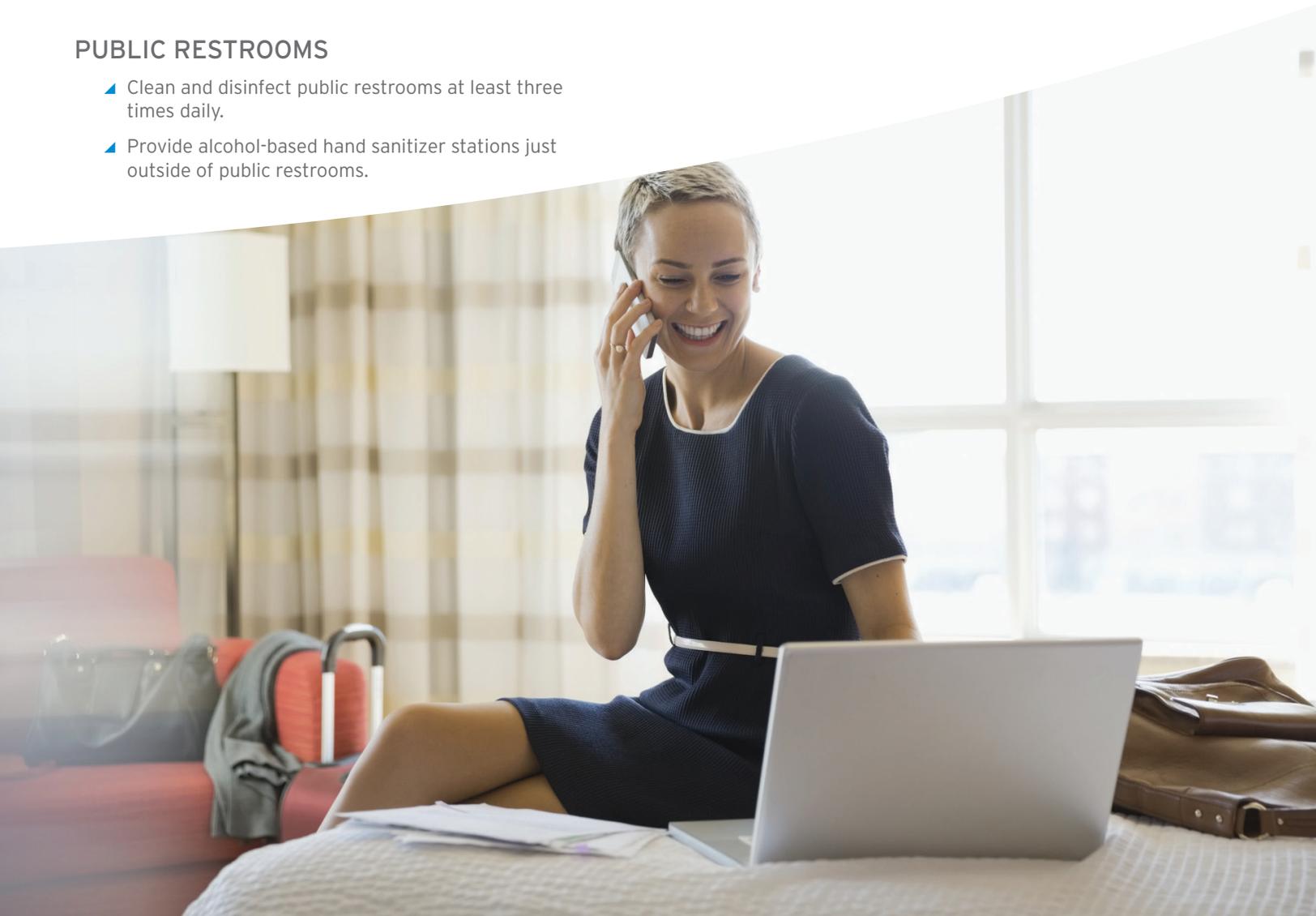
- ▲ Increase cleaning and disinfection frequency, at least hourly for surfaces frequently touched by guests and employees.

PUBLIC RESTROOMS

- ▲ Clean and disinfect public restrooms at least three times daily.
- ▲ Provide alcohol-based hand sanitizer stations just outside of public restrooms.

DINING ROOM

- ▲ Provide alcohol-based hand sanitizer stations.
- ▲ Increase cleaning and sanitizing frequency. Begin disinfecting hard surfaces frequently touched by guests and employees.
- ▲ Consider offering take-out service only.



INFECTION PREVENTION: Cleaning, Disinfection and Hygiene



SPECIFIC GUIDELINES FOR PROCEDURAL IMPLEMENTATION (CONT)

HOSPITALITY

KITCHEN AND BACK OF HOUSE

- ▲ Diligently practice food safety procedures to help prevent cross contamination by infected individuals.
- ▲ Provide alcohol-based hand sanitizer stations.

LAUNDRY

- ▲ Follow high level influenza control procedures to collect laundry, such as use of individual bags for each room.

EMPLOYEES

- ▲ Closely monitor employee health. Reinforce personal hygiene and cough etiquette. Encourage symptomatic employees to stay home.
- ▲ Identify critical staff members and functions - develop a business continuity plan. Consider the ability for employees to work from home.
- ▲ Provide hand sanitizer stations, Ready to Use (RTU) disinfectant spray or wipes, and tissues for employees.
- ▲ Have employees disinfect all personal hard contact surfaces, i.e., desk, telephone and computer keypad, etc.
- ▲ Educate and inform all employees of pandemic status and proper infection control procedures.

SPECIFIC TOUCH POINTS



GUEST ROOMS

- ▲ Door handles
- ▲ Desk, table, chairs and lamps
- ▲ Dresser drawer handle
- ▲ Light switches and thermostats
- ▲ Drapery pull handles
- ▲ Mini-bar, menu and room collateral
- ▲ Telephone and keypad, remote control keypad and alarm clock
- ▲ Television
- ▲ Safety latch and peephole
- ▲ Trash receptacle touch points
- ▲ Iron handle, hangers, and luggage rack
- ▲ Faucet and toilet handles



PUBLIC RESTROOMS

- ▲ Door handles
- ▲ Sink faucets and toilet handles
- ▲ Towel dispenser handle
- ▲ Soap dispenser push plates
- ▲ Baby changing station
- ▲ Trash receptacle touch points



LOBBY AREA AND FOOD SERVICE DINING ROOM

- ▲ Door handles, push plates, thresholds and hand railings
- ▲ Telephone and keypad
- ▲ Tables and chairs
- ▲ Coffee and beverage stations
- ▲ Vending and ice machines
- ▲ Public information kiosk
- ▲ Trash receptacle touch points
- ▲ High chairs

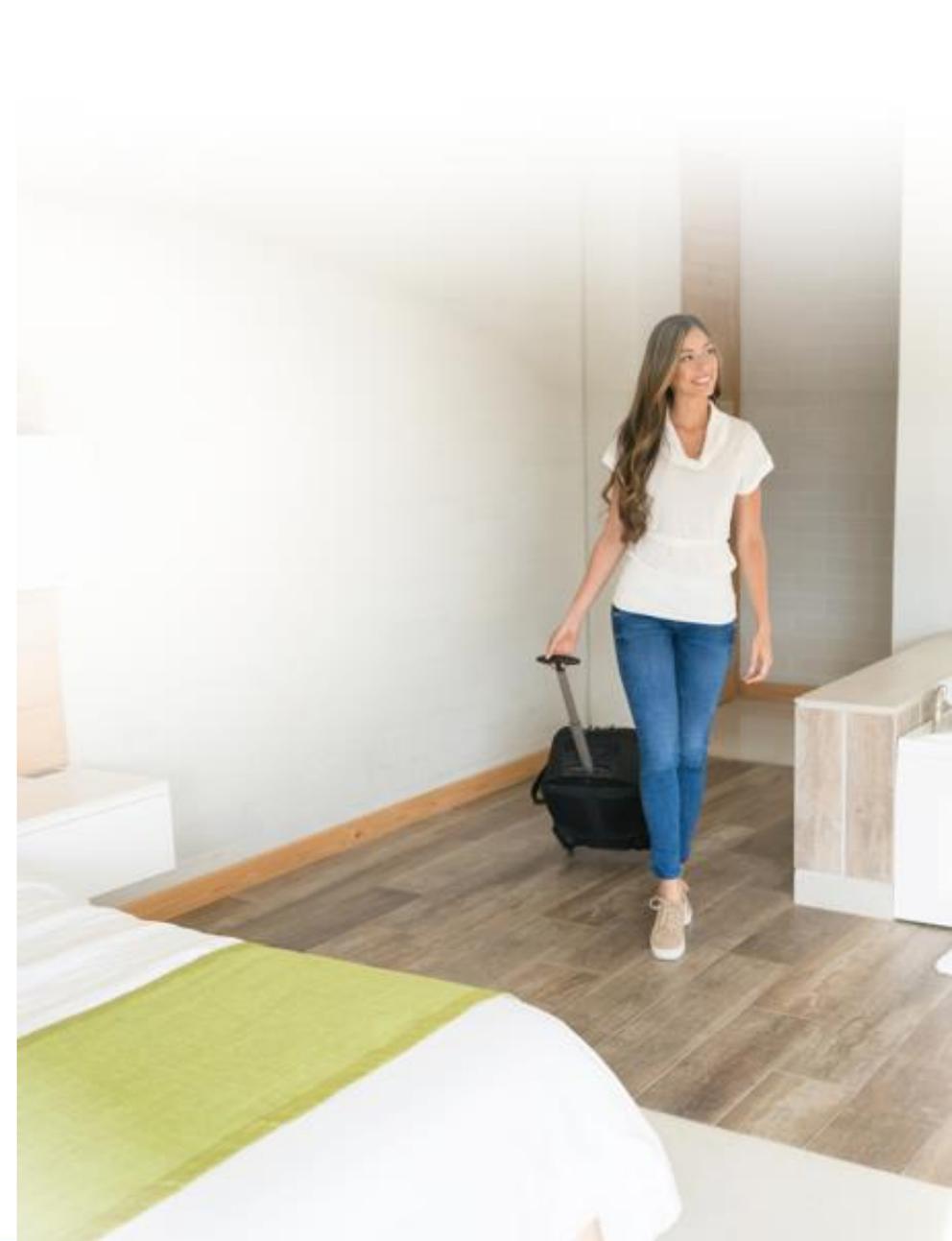


KITCHEN AND BACK OF HOUSE

- ▲ Door handles and push plates
- ▲ Handles of all the equipment doors and operation push pads
- ▲ Handles of the dispensers (beverage, etc.)
- ▲ Ice scoops
- ▲ Walk-in and other refrigerator handles
- ▲ Walk-in refrigerator and freezer plastic curtains
- ▲ Freezer handles
- ▲ 3-compartment sink and mop sink
- ▲ Handwashing sink handles
- ▲ Soap dispenser push plates at handwash sink
- ▲ Towel dispenser handle at handwash sink
- ▲ Trash receptacle touch points
- ▲ Cleaning tools
- ▲ Buckets
- ▲ Telephone keypad and hand set
- ▲ Manager's computer

NOVEL CORONAVIRUS (COVID-19)

Cleaning and disinfecting guidance for
hospitality



GENERAL INFECTION PREVENTION GUIDELINES

Preventative measures that may help prevent an outbreak of COVID-19 as well as other illnesses.

1

MONITOR NEWS AND ADVICE FROM PUBLIC HEALTH AGENCIES

Follow local public health recommendations related to local infection activity and need for isolation and closing.

2

IMPLEMENT GOOD INFECTION PREVENTION PRACTICES

Reinforce personal hygiene throughout your operation.

Provide hygiene materials such as tissues, hand soap and sanitizer.

Stock effective disinfectant products and follow protocols.

3

COMMUNICATE WITH AND MONITOR EMPLOYEES

Educate and inform employees.

Closely monitor employee health.

Have symptomatic employees stay home.

ABOUT THIS GUIDANCE

Dated 3/27/20: The novel coronavirus is an emerging pathogen and the situation is constantly evolving. This guidance references CDC and WHO guidelines and is supplemented with Ecolab expertise.

For the most up-to-date information, please refer to [Centers for Disease Control and Prevention \(CDC\)](#), [World Health Organization](#) or your local health authority.

Contact your Ecolab representative for additional questions on products or procedures.

Additional information:

- [CDC: Interim Guidance for Business and Employers](#)
- [CDC: Guidance for Cleaning and Disinfection](#)
- [CDC: Prevention in Communities, schools, healthcare settings and businesses](#)

WHAT WE KNOW ABOUT CORONAVIRUS (COVID-19)

Coronaviruses



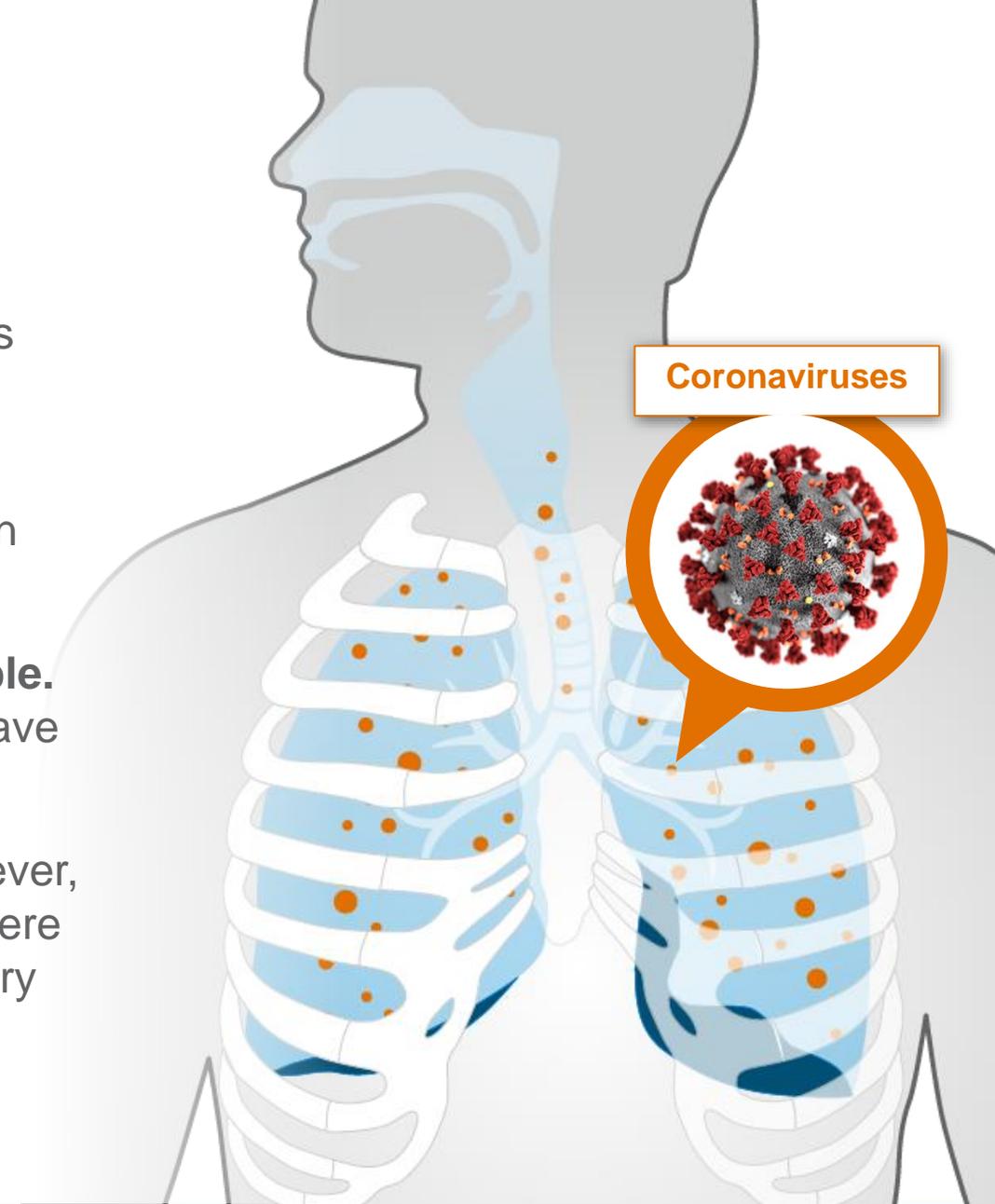
- **Coronavirus disease (COVID-19)** is a respiratory disease of international public health concern caused by a “novel coronavirus” not previously seen.
- The virus causes fever and respiratory symptoms.
- To date, the virus has infected more than a hundred thousand people, with thousands of reported deaths.
 - There may be more cases identified--access case counts here: [Global Map of Confirmed Cases](#)
- Public health authorities are actively investigating this outbreak and **the situation is evolving.**
 - Please follow local public health authority and World Health Organization guidance for the most up-to-date information.



Sources: (1) <http://jiangsu.sina.com.cn/news/s/2020-01-15/detail-iihnzhha2508664.shtml> (2) <http://wjw.wuhan.gov.cn/front/web/showDetail/2020011509040>
(3) http://news.youth.cn/jsxw/202001/t20200115_12170407.html (4) https://www3.nhk.or.jp/nhkworld/en/news/20200116_46/ (5) <http://wjw.wuhan.gov.cn/front/web/showDetail/2020011609057>
(6) <http://wjw.wuhan.gov.cn/front/web/list2nd/no/710> (7) <http://wjw.wuhan.gov.cn/front/web/showDetail/2020011909074>

WHAT IS A CORONAVIRUS?

- **Coronaviruses (CoV)** are a large family of viruses that cause illness ranging from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV).
- **A novel coronavirus (nCoV)** is a new strain that has not been previously identified in humans.
- **Coronaviruses are transmitted between animals and people.** Several known coronaviruses are circulating in animals that have not yet infected humans.
- **Common signs of infection** include respiratory symptoms, fever, cough, shortness of breath and trouble breathing. In more severe cases, infection can cause pneumonia, severe acute respiratory syndrome, kidney failure and even death.

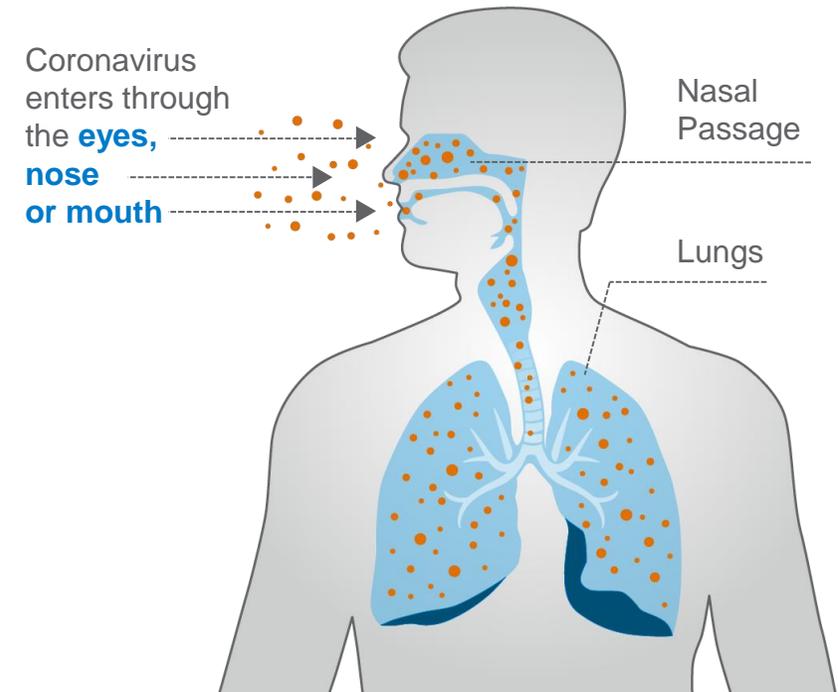


HOW DOES CORONAVIRUS SPREAD?

It depends on the particular coronavirus.

Human coronaviruses **may spread by respiratory droplets from an infected person to others through:**

- The air by coughing and sneezing
- Close personal contact, such as touching or shaking hands
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands



Transmission from person to person is occurring with **COVID-19**. Surveillance continues.

STEPS TO HELP PROTECT YOURSELF, YOUR EMPLOYEES, AND GUESTS

Public health recommendations focus on **standard infection control practices, training and compliance.**



Good News

Coronavirus is a small-enveloped virus. Enveloped viruses are the least resistant to disinfection, which means **disinfectants can be used to effectively kill coronavirus on surfaces.**



HOW TO PROTECT YOURSELF

➤ There are currently no vaccines available to protect you against human coronavirus infection.

You may be able to **reduce your risk** of infection by doing the following:

- 1 Wash your hands** often and correctly.
 - The World Health Organization recommends performing hand hygiene with soap and water or alcohol-based hand sanitizer if soap and water are not available.
- 2 Avoid touching** your eyes, nose or mouth with unwashed hands.
- 3 Avoid close contact** with people who are sick.
- 4 Avoid areas where live animals are being sold or raised** in regions where excessive cases are being reported.
- 5 Wear a mask if directed by health care or local requirements.**
- 6 Seek medical advice immediately** if you have a fever or other symptoms after traveling. Tell the doctor where you have traveled.



HOW TO PROTECT OTHERS

If you have cold-like symptoms, you can **help protect others** by doing the following:



Wear a mask if advised by healthcare experts.



Wash your hands.



Stay home while sick.



Cover your mouth and nose.



Avoid close contact.



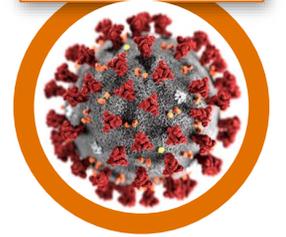
Contact a doctor immediately.



Clean and disinfect.

PROCEDURES BASED ON RISK PROFILE

Coronavirus



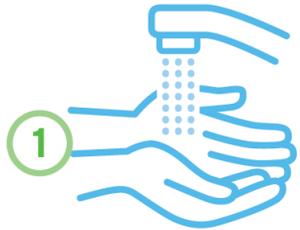
Ecolab recommends that customers take the following steps based on the risk profile of their operations. This 3-tiered guidance is informed by public health reports and our understanding of the scientific characteristics of underlying causes.

LEVEL	GREEN: Standard Prevention	YELLOW: Risk Reduction	RED: Remediation
DESCRIPTION	RISK PROFILE: No known outbreak in your geographic area	RISK PROFILE: The potential exists for an outbreak in your geographic area	RISK PROFILE: A publicly declared outbreak in your facility or region is disrupting normal business
ACTIONS	<ul style="list-style-type: none"> Follow current procedures Regularly revisit training to ensure compliance Maintain standard hygiene and sanitizing/disinfection practices 	<ul style="list-style-type: none"> Educate employees on infection control, PPE use and communicate Infection Control Procedures Assess your preparedness status and collaborate with vendor partners on response readiness Evaluate facility usage, lead times and stock shelf life and their impact on ordering supplies Increase frequency of standard procedures 	<ul style="list-style-type: none"> Enhance procedures to respond to an outbreak in your facility, designed to break the chain of infection or illness Facilitate training for heightened procedures Perform heightened procedures using approved products Plan for deep cleaning and reopening procedures after down time or quarantine

Increase frequency of cleaning and disinfection of high-touch surfaces

HAND HYGIENE

Practice and promote **proper hand hygiene**.



WET

hands with clean running water, turn off the tap and apply soap.



LATHER

the back of hands, between fingers and under nails.



SCRUB

for at least 20 seconds.



RINSE

hands well under clean running water.



DRY

hands using a clean towel or air dryer.



IF SOAP AND WATER ARE NOT AVAILABLE,
use an alcohol-based hand sanitizer

DISINFECTION: NON-FOOD CONTACT

Clean and disinfect hard surfaces and high-touch objects with approved disinfectants.
Increase frequency as needed.

1 PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected

2 DISINFECT

For an emerging viral pathogen, use a disinfectant with an EPA-approved emerging viral pathogen or coronavirus claim. Refer to the product label for complete directions for use.



3 WAIT

Allow surface to remain wet for the time indicated in the directions for use on the product label.



4 DRY

Wipe the surface or allow to air dry.



DISINFECTION: FOOD CONTACT

During RED REMEDIATION: Clean and disinfect hard surfaces and high-touch objects with approved disinfectants. **Increase frequency as needed.**

1 PRE-CLEAN

Pre-clean visibly soiled areas to be disinfected

2 DISINFECT

For an emerging viral pathogen, use a disinfectant with an EPA-approved emerging viral pathogen or coronavirus claim. Refer to the product label for complete directions for use.



3 WAIT

Allow surface to **remain** wet for the time indicated in the directions for use on the product label.



4 DRY

Wipe the surface or allow to air dry.



5 RINSE AND SANITIZE

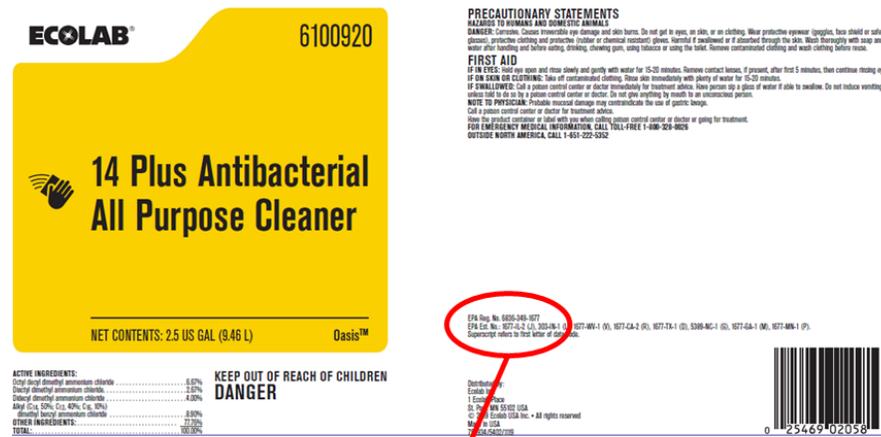
Rinse the surface with potable water and sanitize using food-contact sanitizer according to label directions.



RED: REMEDIATION

HOW TO KNOW IF DISINFECTANTS ARE APPROVED FOR USE AGAINST NOVEL CORONAVIRUS

Find the EPA Registration Number on the product label



EPA Reg. No. 6836-349-1677

Base Registrant Company Number

Product Number

Sub-Registrant Company Number

Not all products have a three-part EPA Registration Number. Ecolab-owned registrations are only two-parts.

To verify your product is on the list of [EPA registered antimicrobial products for use against novel coronavirus](#), match the first two parts of the EPA Registration Number.

Note: Searching by product or company name will not yield full approved list.

List N: Disinfectants for Use Against SARS-CoV-2

List N includes products that meet EPA's criteria for use against SARS-CoV-2, the cause of COVID-19. When purchasing a product, check if its EPA registration number is included on this list. If it is, you have a match and the product can be used against SARS-CoV-2. You can find this number on the product label - just look for the EPA Reg. No. These products may be marketed under different brand names, but if they have the same EPA registration number, they are the same product. This list includes products with emerging viral pathogen claims and those with human coronavirus claims. If a product with an emerging viral pathogen claim is not available, use a product with a coronavirus claim. If the product is listed as "N" under the Emerging Viral Pathogen column, then it has a human coronavirus claim.

- [Frequently Asked Questions about List N: Disinfectants for Use Against SARS-CoV-2](#)
- [Emerging Viral Pathogen Claims for SARS-CoV-2: Submission Information for Registrants](#)

Note: Inclusion on this list does not constitute an endorsement by EPA. There may be additional disinfectants that meet the criteria for use against SARS-CoV-2. EPA will update this list with additional products as needed.

Show 13 items PDF

List N: Products with Emerging Viral Pathogens AND Human Coronavirus claims for use against SARS-CoV-2

EPA Registration Number	Active Ingredient/s	Product Name	Company	Follow the disinfection directions and preparation for the following virus
1677-256	Quaternary ammonium	FSC 35K	ECOLAB, INC.	Coronavirus
1677-251	Hydrogen Peroxide	PEROXIDE DISINFECTANT AND GLASS CLEANER RTU	Ecolab Inc/Kay Chemical Co.	Canine Parvovirus
1677-250	Hydrogen peroxide; peroxyoctanoic acid; peroxyacetic acid	Synergex	Ecolab Inc	Reovirus
1677-249	Isopropanol	KLERCIDE 70/30 IPA	Ecolab Inc	Rhinovirus

EPA list of registered antimicrobial products for use against novel coronavirus, the cause of COVID-19.

DISINFECTANTS APPROVED BY EPA FOR USE AGAINST NOVEL CORONAVIRUS

Product Name	EPA Reg. No.	SKUs	Follow Directions for Use of Supporting Virus	Dilution	Application	Contact Time	Emerging Viral Pathogen Claim
14 PLUS ANTIBACTERIAL ALL PURPOSE CLEANER	6836-349-1677	6100912 (2 – 2L) 6100920 (2.5 gal)	Norovirus (Feline calicivirus surrogate)	1 fl. oz./gallon	Spray	5 minutes	Yes
20 NEUTRAL DISINFECTANT CLEANER	47371-129-1677	6100460 (2 – 2L)	Adenovirus	2 fl. oz./gallon	Immersion or Spray	10 minutes	Yes
A-456 II DISINFECTANT CLEANER	6836-78-1677	6166931 (2 – 1.3L)	Norovirus (Feline calicivirus surrogate)	0.5-1 fl. oz./gallon	Immersion or Spray	10 minutes	Yes
HB QUAT	61178-1-42964	6100270 (2.5 gal)	Human Coronavirus	2 fl. oz./gallon	Immersion or Spray	10 minutes	No
MULTI PURPOSE DISINFECTING WIPES	6836-340-1677	6101858 (6 – 185 count)	Norovirus (Feline calicivirus surrogate)	RTU	Immersion (wipe)	10 minutes	Yes
NEUTRAL DISINFECTANT CLEANER	47371-129-1677	6114541 (2 – 1.3L) 6101205 (2.5 gal)	Adenovirus	2 fl. oz./gallon	Immersion or Spray	10 minutes	Yes
OASIS 499 HBV DISINFECTANT CLEANER	6836-78-1677	6100281 (2.5 gal)	Norovirus (Feline calicivirus surrogate)	0.5-1 fl. oz./gallon	Immersion or Spray	10 minutes	Yes
PEROXIDE MULTI SURFACE CLEANER AND DISINFECTANT	1677-238	6100792 (2 – 1.3L) 6100791 (2 – 2L) 6100693 (2 gal; Oasis) 6100793 (2 gal; Quik Fill)	Norovirus	4 fl. oz./gal OR 6 fl. oz./gal	Spray	2 minutes OR 45 seconds	Yes
SCRUB FREE BATHROOM CLEANER AND DISINFECTANT	1677-256	6101799 (2 – 1.3L) 6101798 (2 – 2L) 6101797 (2.5 gal)	Human Coronavirus	4 fl. oz./gal	Spray	5 minutes	No
TB DISINFECTANT CLEANER RTU	1839-83-1677	6143556 (12 – 32 fl. oz.)	Rotavirus	RTU	Spray	3 minutes	Yes
VIRASEPT™	1677-226	6002314 (12 – 32 fl. oz.)	Norovirus; Rhinovirus	RTU	Immersion or Spray	4 minutes	Yes

GUEST ROOM GUIDELINES

STANDARD PROCEDURES

- Put on clean gloves, visually inspect room and restock supplies.
- Spray (and do not wipe) all bathroom hard surfaces with multi-purpose **disinfectant** cleaner (toilet, urinals, sinks, countertops and fixtures) or bathroom **disinfectant** (shower/tub)
- Dust, clean and **disinfect** all hard surfaces in room with focus on high touchpoints.
- Return to bathroom after required **disinfectant** contact time to wipe/scrub and rinse hard surfaces starting with shower and ending with toilet. Refer to product label.
- Pick up debris and empty trash; replace trash liner if needed.
- Vacuum soft-surfaced floors (carpet/rug); sweep then mop hard-surfaced floors (tile/LVT).
- Remove gloves; perform proper hand hygiene.

RISK REDUCTION PROCEDURES

- Increase frequency of cleaning and **disinfection** of high-touch areas.

REMEDIAL PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Increase frequency of hard surface **disinfection** using an EPA-registered disinfectant with an emerging viral pathogens claim. **Disinfect** ALL hard surfaces, not just high touch points. Carefully read and follow label directions.
- It is recommended to close off areas used by the ill persons and wait as long as practical before beginning cleaning and disinfection to minimize potential for exposure to respiratory droplets. Open outside doors and windows to increase air circulation in the area. If possible, wait up to 24 hours before beginning cleaning and **disinfection**.
- For isolation guidance see CDC's website <https://www.cdc.gov/coronavirus/2019-ncov/community/home/cleaning-disinfection.html> or <https://www.cdc.gov/coronavirus/2019-ncov/infection-control/control-recommendations.html>

CONSIDERATIONS

- Provide Personal Protective Equipment (e.g., gloves, gowns) as directed by local and federal authorities for employees and infected individuals.
- Provide hand sanitizer in public areas.
- Room cleaning should be performed frequently to minimize spread of infection and employee risk (for non-isolation cases).
- Isolate symptomatic guests and follow public health recommendations for infection control.
- Follow all guidance as directed by public health authorities.



Specific touchpoints

Door handles, hard surface furniture, tables, nightstand, furniture knobs and handles, light switches and thermostats, drapery pull handles, telephone and keypad, remote control, alarm clock, television, safety latch and peephole, trash receptacle, faucet handles, toilet and shower handles

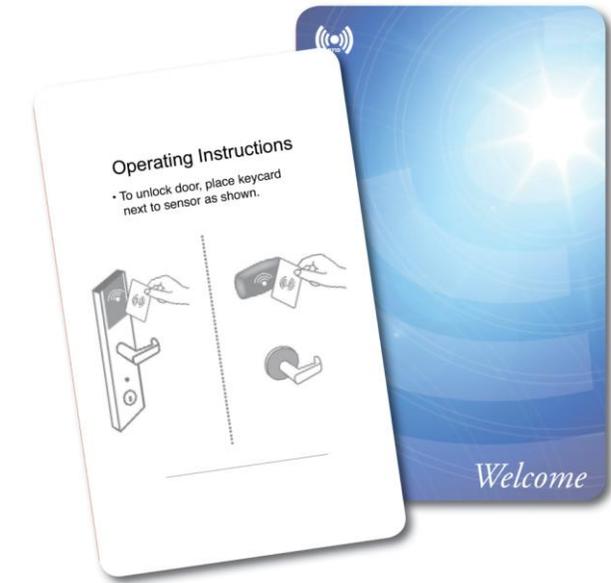
Refer to product label for complete directions for use

GUEST ROOM GUIDELINES

High Touch Point - **Disinfecting** Key Cards

REMEDIATION PROCEDURES

- Lay the key cards out in a tile pattern on a flat surface.
- Spray all room keys using an appropriate EPA-registered **disinfectant** with an emerging viral pathogen or coronavirus claim. Use a spray bottle and clean cloth application. Allow the product to remain in wet contact time as described on the product label and then wipe away product with a dry cloth.
- Flip over all key cards to expose the other side.
- Spray all room keys using an appropriate EPA-registered **disinfectant** with an emerging viral pathogen or coronavirus claim. Use a spray bottle and clean cloth application. Allow the product to remain in wet contact time as described on the product label and then wipe away product with a dry cloth.



PUBLIC AREA GUIDELINES

Lobbies, entrances, hallways, fitness centers, pool areas, etc.

STANDARD PROCEDURES

- Pick up debris and remove gum from floor with putty knife or blunt-edged tool.
- Empty and **disinfect** trash can and replace can liner.
- Clean and **disinfect** all hard surfaces including high-touch surfaces.
- Follow proper operation, maintenance, and **disinfection** (e.g., with chlorine and bromine) of pools and hot tubs.*
- Clean glass and windows.
- Refill air freshener and hand sanitizer dispensers as needed; **disinfect** dispensers regularly.
- Vacuum soft-surfaced floors (carpet/rug/walk-off mat); sweep then mop hard-surfaced floors (tile/wood/LVT).

RISK REDUCTION PROCEDURES

- Increase frequency of cleaning and **disinfection** of high-touch areas.

REMEDIAL PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Increase frequency of hard surface **disinfection** using an appropriate EPA-registered product with an emerging viral pathogen or coronavirus claim. Refer to product label for directions for use.
- Consider closing non-essential public gathering areas such as bar, fitness center and pool to limit transmission.
- Consider providing alcohol-based hand sanitizers in public areas especially near touchpoints.



CONSIDERATIONS

- Provide Personal Protective Equipment (e.g., gloves, gowns) as directed by local and federal authorities for employees and infected individuals.
- Provide hand sanitizer in high traffic areas.
- Consider increasing pool chemical testing and adjust as needed.
- Per CDC, there is no evidence that COVID-19 can be spread to humans through the use of pools and hot tubs.
- Follow all guidance as directed by public health authorities.

Specific touchpoints

Door handles, push plates, drinking fountains, elevator buttons, gym equipment and machines, thresholds and hand railings, tables and chairs, coffee and beverage stations, vending and ice machines, concierge, trash can, keycards, employee workstations, telephone and keypad, etc

POOL AND SPA GUIDELINES

Per CDC, there is no evidence that COVID-19 can be spread to humans using pools and hot tubs.

STANDARD PROCEDURES

- Follow standard operating procedures as recommended by your chemical provider.

RISK REDUCTION PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Increase your defensive measures and reinforce training.
- Increase frequency of **disinfection** of common high touch points in the pool and spa area.
- Follow all guidance as directed by public health authorities.

POOL CLOSURES

- DO NOT drain pools – in most cases it is safer and more cost effective to continue treating the water during a shut down period.
- Maintain pump performance and keep water circulating to prevent stagnation.
- Heater and chlorine set points may be lowered if desired (2 ppm).
- Follow proper operation, maintenance, and **disinfection** guidelines (e.g., with chlorine and bromine) – this helps prevent additional expenditures upon re-opening.

SPAS / HOT TUBS:

- Small bodies of water can typically be drained in a safe manner – ensure the entire system, filters and lines are clear of water to prevent mold and biofilm build-up.
- If spas/hot tubs are not going to be drained, follow the pool closure treatment guidelines.



CONSIDERATIONS

- CDC guidance suggests there is no evidence that COVID-19 can be spread to humans using pools and hot tubs. Proper operation, maintenance, and **disinfection** (e.g., with chlorine and bromine) of pools and hot tubs should remove or inactivate the virus that causes COVID-19.¹
- Increase frequency of **disinfection** of common high touch points in the pool and spa area.
- If local authorities mandate pool closures or the facility elects to close the pool, avoid completely draining the pool.
- A pool closure typically refers to ingress, egress, use, and occupancy by members of the public. Consider taking the following steps to restrict guest access:
 - Lock access doors to the pool area.
 - Post signage informing guests of the restriction.
 - Perform maintenance in off-peak hours to avoid guest confusion.

Specific touchpoints

Door handles, push plates, thresholds and hand railings, tables and chairs, trash can, etc.

FOODSERVICE GUIDELINES

Food Contact Surfaces

Currently there is no evidence to support transmission of COVID-19 associated with food.



STANDARD PROCEDURES

- Clear surfaces of objects, food debris and other items.
 - Wash the surface using a multi-purpose cleaner or manual detergent.
 - Rinse with clean potable water using a clean cloth and allow to air dry.
 - Sanitize surface with food contact sanitizer according to label directions for use.
- OR
- Follow standard operating procedures for washing items in the dishmachine.

RISK REDUCTION PROCEDURES

- Increase your defensive measures and reinforce training.
- Increase frequency of cleaning, rinsing, and sanitizing food contact surfaces.

REMEDIATION PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Follow your standard procedures to sanitize ware through low- and high- temperature dishmachines or a 3-compartment sink.
- Wash and sanitize food contact surfaces and equipment on a more frequent basis.
- Change out utensils in buffet line on a more frequent basis.
- Consider the addition of a **disinfection** step using an EPA-registered product with an emerging viral pathogen or coronavirus claim. Refer to product label for directions for use. Before putting back in service, continue with **STANDARD PROCEDURES** (i.e., wash if needed, rinse, sanitize in 3-compartment sink or process in dishmachine).

CONSIDERATIONS

- Provide Personal Protective Equipment (e.g., gloves, gowns) as directed by local and federal authorities for employees and infected individuals.
- Reinforce all personal hygiene requirements, with special attention to hand hygiene. Refer to food code and hand hygiene procedures.
- Perform training to reinforce cleaning, sanitizing, and **disinfection** procedures.
- Verify dishmachine has product before use.
- Follow all guidance as directed by public health authorities, especially in regards to food handling via take-out or delivery or room-service.

Specific touchpoints

Food Contact: tables, ice machine/bucket and scoop, food prep tools and equipment (e.g., cutting boards, knives, mixing bowls), plates and flatware, glassware, buffet serving trays, handles of all the equipment doors and operation push pads, highchairs, bar top and tools

FOODSERVICE GUIDELINES

Non-Food Contact Surfaces

STANDARD PROCEDURES

- Clean surfaces with a multi-purpose cleaner or manual detergent.
- To **disinfect** high touch points, pre-clean visibly soiled areas.
- Spray **disinfectant** on surface making sure to wet thoroughly.
- Allow the surfaces to remain wet for the time indicated in the directions for use on the product label.
- Wipe the surfaces or allow to air dry.

RISK REDUCTION PROCEDURES

- Increase your defensive measures and reinforce training.
- Increase frequency of cleaning and **disinfection** of high-touch areas.

REMEDIAL PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Increase frequency of hard surface **disinfection** using an appropriate EPA-registered product with an emerging viral pathogen or coronavirus claim. Refer to product label for directions for use.

Refer to product label for complete directions for use



CONSIDERATIONS

- Provide Personal Protective Equipment (e.g., gloves, gowns, masks) as directed by local and federal authorities for employees and infected individuals.
- Reinforce all personal hygiene requirements, with special attention to hand hygiene. Refer to food code and hand hygiene procedures.
- Perform training, reinforcing cleaning, sanitizing, and **disinfection** procedures.
- Increase frequency of cleaning and **disinfection** of “high-touch” hard surfaces.
- Follow all guidance as directed by public health authorities, especially in regards to food handling via take-out or room-service.

➤ Specific touchpoints

Door handles, push plates, cash register, thresholds and hand railings, chairs and booths, non-food contact tables/counters, beverage station, drive-through window/counter, vending machine, public information/ordering kiosk, take-out order shelves, trash can, telephone and keypad, remotes, refrigerator and freezer handles, refrigerator and freezer curtains, 3-compartment sink and mop sink, sink faucets, soap, sanitizer and towel dispenser, non-food contact cleaning tools, mop buckets, computer and keypad, menus and bill folders, pens

RESTROOM GUIDELINES

STANDARD PROCEDURES

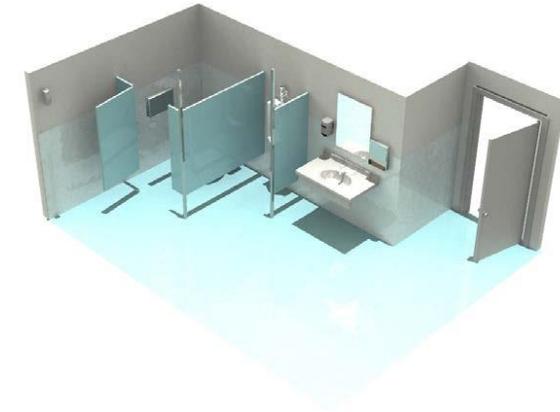
- Place wet floor sign at entrance.
- Evaluate restroom and remove debris from floors and counters.
- Spray (and do not wipe) all bathroom hard surfaces with **disinfectant** cleaner—toilet, urinals, sinks, countertops and fixtures.
- Restock supplies and empty trash.
- Clean mirrors, glass and windows.
- Scrub toilet and urinals.
- Wipe bathroom hard surfaces and high touch points after required **disinfectant** contact time. Refer to product label.
- Clean and **disinfect** floors and apply odor control product (as needed).
- Inspect for quality and remove floor sign when floor is dry.

RISK REDUCTION PROCEDURES

- Increase your defensive measures and reinforce training.
- Increase frequency of cleaning and **disinfection** of high-touch areas.

REMEDIATION PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Increase frequency of deep cleaning and high touchpoint **disinfection**.
- Increase frequency of hard surface **disinfection** using an EPA-registered disinfectant with an emerging viral pathogen or coronavirus claim. Carefully read and follow label directions.



CONSIDERATIONS

- Provide Personal Protective Equipment (e.g., gloves, gowns) as directed by local and federal authorities for employees and infected individuals.
- Provide alcohol-based hand sanitizer outside of public restrooms.
- Ensure hand soap is properly stocked.
- Follow all guidance as directed by public health authorities.

➤ Specific touchpoints

Door handles, bathroom stalls (latch) fixtures, toilet and urinal handles, towel and soap dispensers, hand dryers, baby changing station, trash can, countertops, feminine hygiene receptacle, toilet paper dispensers, etc.

LAUNDRY GUIDELINES

Currently there is no evidence to support transmission of COVID-19 associated with linens.

STANDARD PROCEDURES

- Dirty laundry should be placed into bags or carts for transport.
- Use gloves when handling laundry.
- Machine Loading:
 - For towels: Fill wash wheel.
 - For sheets: Leave 6"-10" of free space in wash wheel.
- Follow standard wash formulas and dry times.
- Avoid clean laundry contact with floors, walls or dirty carts.
- Clean and **disinfect** all equipment, carts, tables and floors at the end of the day.

RISK REDUCTION PROCEDURES

- Increase your defensive measures and reinforce training.
- Increase frequency of cleaning and **disinfection** of high-touch areas.

REMEDATION PROCEDURES

- Follow **STANDARD PROCEDURES** above.
- Collect laundry with minimum agitation, do not shake or "hug" and avoid direct contact of the skin and clothes with the contaminated laundry.
- Consider using gloves, gowns and dissolving bags for laundry collection.

Refer to product label for complete directions for use



CONSIDERATIONS

- Provide Personal Protective Equipment (e.g., gloves, gowns) as directed by local and federal authorities for employees and infected individuals.
- Per the CDC, dirty laundry that has been in contact with an ill person can be washed with other people's items.
- Laundry movement should be one-way (i.e., dirty in and clean out).
- Do not use the same gloves when handling clean and dirty laundry.
- Consider **disinfecting** the rim of the machine and door so that laundry is not re-contaminated upon removal.
- Damp laundry should not be left in machines overnight.
- Follow proper hand hygiene procedures before and after glove use.
- Follow all guidance as directed by public health authorities.

Specific touchpoints

Laundry carts, housekeeping carts, folding tables and shelves, washer and dryer controls, light switches.

EMPLOYEE GUIDELINES

- Reinforce personal hygiene and cough etiquette.
- Closely monitor employee health and have symptomatic employees to stay home per company illness policy.
- Identify critical staff members and functions – develop a business continuity plan. Consider the ability for employees to work from home.
- Provide hygiene materials such as tissues, hand soap and sanitizer.
- Have employees **disinfect** all personal hard surfaces as referenced on the product label.
- Educate and inform all employees of pandemic status and proper infection control procedures.

Make sure your **team knows**:



To **stay home if ill** per your company illness policy



To **contact you if:**

- They were exposed to someone **confirmed to have COVID-19**
- **They reside in a restricted area**



How to limit exposure by avoiding large gatherings and close contact with people who are coughing or sneezing.



How to keep business operationally ready during shutdown or quarantine:

- Make sure regular cleaning and **disinfection** continues to take place.



For more information contact
your Ecolab Representative
or visit [ecolab.com/coronavirus](https://www.ecolab.com/coronavirus)



COVID-19

CLEAN + SAFE GUIDANCE

For the Hotel Industry

PUBLISHED
April 30, 2020



RE-OPENING GUIDANCE FOR HOTELIERS



Let's start off with the obvious.

It's going to be different for everyone.

People's expectations of normal have changed and getting "back" will require planning, enhanced communications, and above all else, adaptability. Just like the myriad of options the hotel and lodging industry offers its guests; re-opening won't be a one-size fits all. That said, the industry can play an integral part in re-opening the economy – in whatever form that takes – by practicing cleanliness and safety.

We're here to help.

PLAN FOR RE-OPENING

- ☑ Make sure your employee expectations of a clean and safe work environment are met, if not exceeded. You'll need to prepare for different scenarios for a return to work that include those caring for others, children at home, and perhaps even an apprehension to return to the workplace.
- ☑ For guests, this is going to be a brave new world. Expect business to start off slow and for guests to not exactly know what being clean and safe means to them.

ENHANCED COMMUNICATIONS

- ☑ Talk to your employees. Outline the steps you're taking to protect them. Whether your property has been closed and you'll need your employees to get back in the groove or if you've remained open with a limited team, more communication is going to be needed.
- ☑ People aren't going to travel unless they feel safe. So, the hotel and lodging industry is going to need to make our guests and visitors feel safe. This is step #1 as far as our guests are concerned.

ADAPTABILITY

- ☑ Change is hard. Changing behavior is even harder. If there is one thing that is certain in these unique times, it's uncertainty. Be prepared to change and adapt. What works on the first day of a re-opening may be fine, or it may not work at all. The standards that are put in place may be too much, too little, or just right...and that may change over time as well.

This guide will provide some ideas and concepts for guest and employee considerations, workplace cleaning and safety suggestions, discussion of the possible guest experience, and finally, cleaning guidance.

As everyone continues to learn more about operating a lodging facility during the COVID-19 pandemic and beyond, it's important to stay updated on the latest information from the Center for Disease Control, the California Department of Public Health and your own local county health department, and, of course, CHLA's web site at www.calodging.com. In this ever-changing environment, it's important to remain current on the latest information.

Visit www.calodging.com
for the latest information.

GUEST CONSIDERATIONS



Ironically, technology rather than the human touch, is likely to play a huge part in the new meaning of hospitality. Specifically, less touching - of everything - is going to be a better perceived guest experience, at least in the short term.

GUEST ARRIVAL

- ☑ Have prominent signage for guests, such as this [sample](#) social distancing signage.
- ☑ Depending on service levels, consider having each visitor greeted prior to entry.
- ☑ Request guests and visitors to use hand sanitizer, reinforced with signage.
 - Place dispensers, touchless whenever possible, at key guest entrances and contact areas such as entry drives, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas.



- ☑ If at all possible, have guests enter through doors that are open, are automated or manually operated by an employee.
- ☑ Employees are not to open the doors of vehicles.
- ☑ Guests requesting bell service are assisted by an employee with gloves and other appropriate PPE and the bell cart is sanitized after each guest is assisted.
- ☑ No valet services, unless requested or special circumstances.
- ☑ If masks are required, be sure the hotel can provide the masks. Display appropriate signage prominently, outlining proper mask usage and current physical distancing practices in use throughout the facility.

GUEST ELEVATORS

- ☑ Sanitize the button panels at regular intervals, at least once per hour and/or have hand sanitizer available at or in elevators.
- ☑ Limit the number of guests permitted per elevator.
- ☑ Post signage to explain the current procedures.
- ☑ Consider floor markings in the elevator area to designate proper social distancing.

GUEST SANITATION AMENITIES

- ☑ Consider an amenity bag during check-in containing COVID-19 awareness information, hand sanitizer, and perhaps masks/gloves.
- ☑ Provide a spray bottle of sanitizer or wipes in each room for guest use (if available and stored out of reach of small children).

GUEST ROOMS

- ☑ Re-think the significant touch points in rooms:
 - Remote Control(s) – can guests use their cell phone/mobile device instead?
 - Limit amenities that aren't single use
 - Coffee/Tea Service
 - Reading Material
 - Property Information/Room Service Menus (digital/wrapped)
 - Consider removing unnecessary items
 - Decorative Pillows/Throw Blankets
 - Mini-Bars/Refrigerators
- ☑ Plan for no housekeeping during stay
 - Amenity 'drops' for longer stays
 - Only by special request
- ☑ Room service is likely to be very popular
 - Delivery/Pick-Up Protocols
 - Sanitization of Cutlery
 - Single Use Condiments
- ☑ Outside food delivery restricted to lobby hand-off (inform guests at check-in)

PHYSICAL DISTANCING

- ☑ Utilize floor markings and signage for standing at least six feet away from people not traveling with them while standing in lines, using elevators or moving around the property.
- ☑ Where not possible to physically distance, consider 'sneeze guards' for the front desk and other areas, require mask usage, set use limits for specific areas.

- ☑ Meet or exceed compliance with local or state mandated occupancy limits.
- ☑ Arrange seating and physical layouts to ensure appropriate distancing.
 - Lobby Seating
 - Outdoor Areas
 - Dining Outlets
 - Meeting/Conference Rooms

WEBSITES/RESERVATIONS

- ☑ Communicate cleanliness and safety features
 - Property Level
 - Rooms
 - Employee Cleanliness + Safety
- ☑ Reservations
 - Set Expectations for Arrival
 - No-Touch Check-In Possibilities
 - Key/Information Prepared in Advance
 - Consider Sealed Packet
- ☑ Ramp Up Electronic Payment Options

DINING CONSIDERATIONS

- ☑ Inclusive Breakfast Service
 - Single Self-Service Buffet Items Only
 - Implement Cafeteria Style Service – Employee Served
 - Implement Grab-and-Go Service
- ☑ Consider reservations only for seated service
- ☑ Implement To-Go Service



EMPLOYEE CONSIDERATIONS

HAND WASHING

- ☑ Instruct all employees to wash their hands, or use sanitizer when a sink is not available, every 60 minutes (for 20-seconds) and after any of the following activities: using the restroom, sneezing, touching the face, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, going on break and before or after starting a shift.

COVID-19 TRAINING

- ☑ Educate your employees about COVID-19. Refer to the Center of Disease Control for information and [guidance](#).
- ☑ Ensure all appropriate employees are certified food handlers, per state regulations.
- ☑ Consider online training programs for employees from industry sources and educational institutions, such as community colleges.
- ☑ Be sure employees know and are aware of guest protocols and procedures.



PERSONAL PROTECTIVE EQUIPMENT (PPE)

- ☑ Have all employees wear appropriate PPE based on their role and responsibilities and in adherence to state or local regulations and guidance.
- ☑ Provide mandatory training on how to properly use and dispose of all PPE.
- ☑ Per CDC recommendations, face coverings (masks) have been effective to mitigate risk, especially in areas where it's difficult or impossible to maintain social distancing. In some cities or counties, masks are required for guests and/or employees.
 - For employees where masks are appropriate/required, provide masks and require masks to be worn while on property. Provide gloves to employees whose responsibilities require them as determined by medical experts including housekeeping and public area attendants and security officers in direct contact with guests.
- ☑ Housekeepers should wear masks and gloves, with protective eyewear highly recommended.
- ☑ In all circumstances, coverings worn by employees should be kept clean in accordance with CDC guidance.

SPECIAL NOTE ON PPE: Be sure your supplies are adequate. Hotels may have to source PPE materials from multiple sources. Limited supplies and buying restrictions should be anticipated.



EMPLOYEE MEETINGS/INTERACTIONS

- ☑ Where possible, conduct meetings outdoors with appropriate physical distancing.
- ☑ Conduct meetings virtually or in areas that allow for appropriate physical distancing between employees.
- ☑ Consider staggering employee arrival times and breaks/meals to minimize traffic volume in back of house corridors and service elevators, if applicable.
 - Consider separate entry/exit doors
- ☑ Ensure management teams are in constant communication and proper PPE and sanitation procedures are followed and updated per the latest guidance.



TEMPERATURE CHECKS

- ☑ While current CDC guidelines do not require guest or employee temperature checks, hotels may want to consider implementing temperature checks for employees.
 - EEOC only recently allowed employers to take employee temperature readings, so be sure to frequently check for updates.
 - Those displaying a temperature over 100.4°F should be provided a secondary temperature screening (in private, if requested). Employees confirmed to have a temperature over 100.4°F should not be allowed entry to the property and will be directed towards appropriate medical care.
- Temperature readings are considered medical information. If kept, temperatures should be kept separately from personnel files.
- ☑ An alternative is to encourage employees to take temperatures at home/prior to their shift.



CLEANING PROTOCOLS



Use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria and other airborne and bloodborne pathogens.

Hotels should be sure to use cleaning products as directed - consult Chemical Data Sheets (SDS) for product use, proper mixing ratios, and how to properly protect employees and work with vendors, distribution partners and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

PUBLIC SPACES AND COMMON AREAS

- ☑ Increase the frequency of cleaning and sanitizing in all public spaces with an emphasis on



frequent contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, room keys and locks, ATMs, escalator and stair handrails, gym equipment, dining surfaces and seating areas.

- Consider reservations for gyms

GUEST ROOMS

- ☑ Consider use of guest room door seals or other mechanisms to indicate the room is clean and has been sanitized and unentered since cleaning.
- ☑ Use proven cleaning and sanitizing protocols to clean guest rooms, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring.
- ☑ Laundry
 - Wash **all** bed linen and laundry at a high temperature and in accordance with CDC guidelines.
 - Contain/bag dirty linen in the guest room to eliminate excess contact while being transported to the laundry facility.
 - Do not shake dirty laundry
- ☑ Consider leaving room vacant for 24 to 72 hours prior to or after cleaning.

BACK OF THE HOUSE

- ☑ Increase the frequency of cleaning and sanitizing in the high traffic back of house areas

with an emphasis on the employee dining rooms, employee entrances, uniform control rooms (if applicable), employee restrooms, loading docks, offices, kitchens, etc.

SHARED EQUIPMENT

- ☑ Sanitize shared tools and equipment during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, cleaning equipment, keys, and all other direct contact items used throughout the hotel.
- ☑ Discontinue the use of shared food and beverage equipment in back of the house, including shared coffee/tea service, if possible.

ROOM RECOVERY PROTOCOL

- ☑ In the case of a presumptive COVID-19 positive, the guest's room should be removed from service and quarantined. The guest room should not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room should only be returned to service after undergoing an



enhanced sanitization protocol (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service.

AIR FILTER AND HVAC CLEANING

- ☑ Increase the frequency of air filter replacement and HVAC system cleaning to maximize fresh air exchange.

THIRD PARTY SUPPLIERS

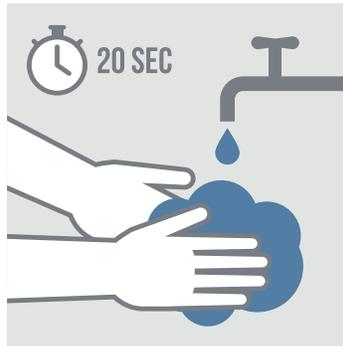
- ☑ Remind suppliers, delivery drivers, and other individuals from third-party companies of social distancing requirements.



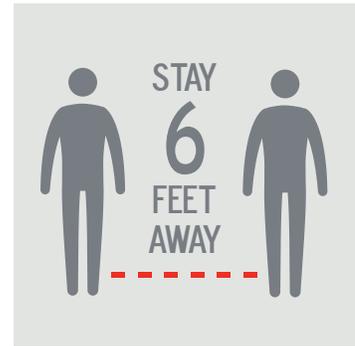
COVID-19 PREVENTION TIPS



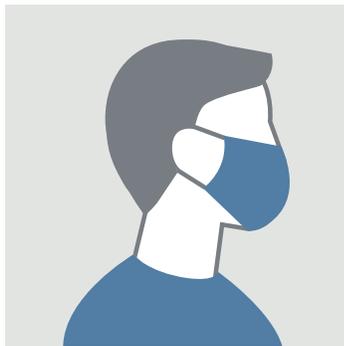
Instruct employees to stay home if they are sick and consider pre-screening employees for symptoms.



Wash hands thoroughly and frequently with soap and water or use hand sanitizer (minimum of 60% alcohol).



Maintain social distancing of at least six feet and avoid gatherings of groups of people.



Provide personal protective equipment (PPE) and require employees wear appropriate PPE based on their roles.



Inform guests and provide training to employees on the importance of Covid-19 prevention measures.



Increase the frequency of cleaning and sanitizing in all public spaces with an emphasis on frequent contact surfaces.



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COVID-19 INDUSTRY GUIDANCE: Hotels and Lodging

May 7, 2020

covid19.ca.gov



OVERVIEW

On March 19, 2020, the State Public Health Officer and Director of the California Department of Public Health issued an order requiring most Californians to stay at home to disrupt the spread of COVID-19 among the population.

The impact of COVID-19 on the health of Californians is not yet fully known. Reported illness ranges from very mild (some people have no symptoms) to severe illness that may result in death. Certain groups, including people aged 65 or older and those with serious underlying medical conditions, such as heart or lung disease or diabetes, are at higher risk of hospitalization and serious complications. Transmission is most likely when people are in close contact with an infected person, even if that person does not have any symptoms or has not yet developed symptoms.

Precise information about the number and rates of COVID-19 by industry or occupational groups, including among critical infrastructure workers, is not available at this time. There have been multiple outbreaks in a range of workplaces, indicating that workers are at risk of acquiring or transmitting COVID-19 infection. Examples of these workplaces include long-term care facilities, prisons, food production, warehouses, meat processing plants, and grocery stores.

As stay-at-home orders are modified, it is essential that all possible steps be taken to ensure the safety of workers and the public.

Key prevention practices include:

- ✓ physical distancing to the maximum extent possible,
- ✓ use of face coverings by employees (where respiratory protection is not required) and customers/clients,
- ✓ frequent handwashing and regular cleaning and disinfection,
- ✓ training employees on these and other elements of the COVID-19 prevention plan.

In addition, it will be critical to have in place appropriate processes to identify new cases of illness in workplaces and, when they are identified, to intervene quickly and work with public health authorities to halt the spread of the virus.

Purpose

This document provides guidance for the hotels and lodging industry to support a safe, clean environment for workers and customers. The guidance is not intended to revoke or repeal any employee rights, either statutory, regulatory or collectively bargained, and is not exhaustive, as it does not include county health orders, nor is it a substitute for any existing safety and health-related regulatory requirements such as those of Cal/OSHA.¹ Stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA has more safety and health guidance on their [Cal/OSHA Guidance on Requirements to Protect Workers from Coronavirus webpage](#). CDC has additional guidance [for businesses and employers](#).



Work Specific Plan

- Establish a written, worksite-specific COVID-19 prevention plan at every facility, perform a comprehensive risk assessment of all work areas, and designate a person at each facility to implement the plan.
- Identify contact information for the local health department where the facility is located for communicating information about COVID-19 outbreaks among employees.
- Train and communicate with employees and employee representatives on the plan.
- Regularly evaluate the workplace for compliance with the plan and document and correct deficiencies identified.
- Investigate any COVID-19 illness and determine if any work-related factors could have contributed to risk of infection. Update the plan as needed to prevent further cases.
- Identify close contacts (within six feet for 10 minutes or more) of an infected employee and take steps to isolate COVID-19 positive employee(s) and close contacts.
- Adhere to the guidelines below. Failure to do so could result in workplace illnesses that may cause operations to be temporarily closed or limited.



Topics for Employee Training

- Information on [COVID-19](#), how to prevent it from spreading, and which underlying health conditions may make individuals more susceptible to contracting the virus.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- To seek medical attention if their symptoms become severe, including persistent pain or pressure in the chest, confusion, or bluish lips or face. Updates and further details are available on [CDC's webpage](#).

- The importance of frequent handwashing with soap and water, including scrubbing with soap for 20 seconds (or using hand sanitizer with at least 60% ethanol or 70% isopropanol when employees cannot get to a sink or handwashing station, per [CDC guidelines](#)).
- The importance of physical distancing, both at work and off work time (see Physical Distancing section below).
- Proper use of face coverings, including:
 - Face coverings do not protect the wearer and are not personal protective equipment (PPE).
 - Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
 - Employees should wash or sanitize hands before and after using or adjusting face coverings.
 - Avoid touching eyes, nose, and mouth.
 - Face coverings should be washed after each shift.



Individual Control Measures and Screening

- Provide temperature and/or symptom screenings for all workers at the beginning of their shift and any personnel entering the facility. Make sure the temperature/symptom screener avoids close contact with workers to the extent possible. Both screeners and employees should wear face coverings for the screening.
- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Employers should provide and ensure workers use all required protective equipment. Employers should consider where disposable glove use may be helpful to supplement frequent handwashing or use of hand sanitizer; examples are for workers who are screening others for symptoms or handling commonly touched items.
- Face coverings are strongly recommended when employees are in the vicinity of others. Workers should have covers available and wear them when on property, in breakrooms and offices, or in a vehicle during work-related travel with others. Face coverings must not be shared.
- Housekeepers and others who must enter guest rooms should be provided with and required to wear face coverings. Housekeeping must only service rooms when guests are not present. Housekeepers should be

instructed to minimize contact with guests' personal belongings when cleaning. Housekeepers should be instructed to have ventilation systems operating and/or open windows if possible to increase air circulation.

- Employers should encourage handwashing for employees after they check guests in or out, clean rooms, and open mail or handle other commonly touched items. Valet service drivers, baggage handlers, and housekeepers should wash their hands regularly during their shift and use proper hand sanitizer. Baggage deliveries should be done when guests are not in their rooms.
- Hotels should allow housekeepers extra time to clean rooms without loss of pay to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests.
- Guests and visitors should be screened upon arrival and asked to use hand sanitizer and to wear a face covering. Appropriate signage should also be prominently displayed outlining proper face covering usage and current physical distancing practices in use throughout the property.



Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas such as hotel lobbies, front desk check-in counters, bell desks, break rooms and lunch areas, changing areas, loading docks, kitchens and areas of ingress and egress including stairways, stairwells, handrails, and elevator controls. Frequently disinfect commonly used surfaces including door handles, guestroom interior locks, vending and ice machines, light switches, TV remote controls, phones, hairdryers, washer and dryer doors and controls, baggage carts, shuttle door handles, toilets, and handwashing facilities.
- Provide time for workers to implement cleaning practices before and after shifts. If cleaning is assigned to the worker, they must be compensated for that time.
- Equip workstations, desks, and help counters with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all staff directly assisting customers.
- Ensure that sanitary facilities stay operational and stocked at all times and provide additional soap, paper towels, and hand sanitizer when needed.
- When choosing cleaning chemicals, employers should use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)-approved](#) list and follow product instructions. Use

disinfectants labeled to be effective against emerging viral pathogens, diluted household bleach solutions (5 tablespoons per gallon of water), or alcohol solutions with at least 70% alcohol that are appropriate for the surface. Provide employees training on manufacturer's directions and Cal/OSHA requirements for safe use. Workers using cleaners or disinfectants should wear gloves as required by the product instructions.

- Avoid sharing phones, tablets, laptops, desks, pens, other work supplies, or offices wherever possible. Never share PPE. Any shared tools and equipment should be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, folios, housekeeping carts and cleaning equipment, keys, time clocks, and all other direct contact items.
- Discontinue the use of shared food and beverage equipment in office pantries (including shared coffee brewers). Close manually operated ice machines or use hands free machines.
- Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible, and making other modifications to increase the quantity of outside air and ventilation in offices, guest rooms, and other spaces.



Additional Cleaning and Disinfecting Protocols for Hotel Operations

- All reusable collateral, such as magazines, menus, local attraction details, coupons, etc., should be removed from rooms. Critical information should be provided as single-use collateral and/or electronically posted.
- Dirty linens should be removed and transported from guest rooms in single-use, sealed bags and pillow protectors on the guest room beds should be changed daily. Bagging of these items should be done in the guest room to eliminate excess contact while being transported. All bed linen and laundry should be washed at a high temperature and cleaned in accordance with [CDC guidelines](#).
- Consider leaving rooms vacant for 24 to 72 hours prior to or after cleaning.
- In the event of a presumptive case of COVID-19, the guest's room should be removed from service and quarantined. The guest room should not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room should only be returned to service

after undergoing an enhanced sanitization protocol, ideally by a licensed third-party expert and in accordance with [CDC guidelines](#).

- Install hand sanitizer dispensers, touchless whenever possible, at key guest and employee entrances and contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting and convention spaces, elevator landings, pools, salons and exercise areas.
- Consider providing guests an amenity bag during check-in containing face covering, hand sanitizer, and a COVID-19 awareness card. Where possible, equip hotel rooms with a bottle of sanitizer for guest use.



Physical Distancing Guidelines

- Implement measures to ensure physical distancing of at least six feet between employees and others. These can include use of physical partitions or visual cues (e.g., floor markings or signs to indicate to where employees and/or guests should stand). Any area where guests or employees queue should be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, coffee shops and dining, and taxi and ridesharing lines.
- Physical distancing protocols should be used in employee break areas, uniform control areas, training classrooms, shared office spaces, the employee services window (via a teller style window) and other high-density areas in order to ensure appropriate distancing between employees.
- Employee pre-shift meetings should be conducted virtually or in areas that allow for appropriate physical distancing between employees. Larger departments should stagger employee arrival times to minimize traffic volume in back of house corridors and service elevators.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Close breakrooms, use barriers, or increase distance between tables/chairs to separate workers and discourage congregating during breaks. Where possible, create outdoor break areas with shade covers and seating that ensures physical distancing.
- Redesign office spaces, cubicles, lobbies, front desk check-in areas, business centers, concierge service areas, and other spaces if possible to ensure workspaces and guest accommodations allow for at least six feet distancing.

- Discourage employees from congregating in high traffic areas such as bathrooms and hallways and establish directional hallways and passageways for foot traffic, if possible, to eliminate people from passing by one another.
- Limit the number of individuals riding in an elevator and ensure the use of face coverings. Use signage to communicate these requirements.
- Require employees to avoid handshakes and similar greetings that break physical distance.
- Eliminate person-to-person contact for delivery of goods to physical offices. Avoid touching others' pens and clipboards.



Additional Physical Distancing Guidelines for Hotel Operations

- Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by an employee that is frequently handwashing and/or using proper hand sanitizer.
- Implement peak period queueing procedures, including a lobby greeter and having guests queue outside to maintain at least six feet of physical distance between persons.
- Employees should not open the doors of cars or taxis.
- Guest room service, laundry and dry-cleaning services, and amenity deliveries should be made available using contactless pick-up and delivery protocols.
- Hotel operations with restaurants should limit food and beverage offerings to take-out and “contactless” room service until dine-in establishments are allowed to resume modified or full operation.
- Hotels with pools should ensure that physical distancing requirements can be enforced, this could include limiting one person per lane in swimming pools.
- Hotels with golf courses should only allow one player per cart, except for immediate family and people who cohabitate, and increase tee time spacing, and should only open once golf courses are allowed to reopen.



Considerations for Hotels When Full Operations Resume

- Hotels Hotel operations with dine-in restaurants, bars, fitness centers, spas, salons, large meeting venues, banquet halls, or convention centers should keep those areas closed until each of those types of establishments are allowed to resume modified or full operation.
- When allowed to reopen to modified or full operation, hotels with dine-in restaurants and bars should:
 - Reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests.
 - Implement additional and specific cleaning and sanitizing protocols for food processing and restaurant operations.
 - Refer to guidelines for the restaurant and bar industries when they become available.
- When allowed to reopen to modified or full operation, hotels with spas and salons should refer to guidelines on personal care services when it becomes available. Additional guidelines on fitness facilities will also be available and should be reviewed.
- When larger gatherings are permitted by state/local orders, those hotels with meeting, conference, banquet, or other event accommodations must:
 - Adjust room configurations to allow for physical distancing between guests.
 - Decrease the capacity for conference and meeting rooms in order to maintain at least six feet of physical distance between participants.
 - Suspend self-serve buffet style food service and replace it with alternative service styles.
 - For additional direction on meetings and convention centers, refer to the guidelines for that industry when available.

¹ Additional requirements must be considered for vulnerable populations. The hotels and lodging industry must comply with all [Cal/OSHA](#) standards and be prepared to adhere to its guidance as well as guidance from the [Centers for Disease Control and Prevention \(CDC\)](#) and the [California Department of Public Health \(CDPH\)](#). Additionally, employers should be prepared to alter their operations as those guidelines change.



CLEAN + SAFE CHECKLIST

For CHLA Members

Please complete this checklist, sign, and return to CHLA. You will then be sent a Clean + Safe window decal for posting at your property and images for website and promotional use indicating compliance with the CHLA Clean + Safe standards.



GUEST CONSIDERATIONS:

- Prominent signage is displayed, including any required social distancing signage, floor markings indicating 6-foot distancing in common areas, including elevators, and required hygienic practices and policies in all employees and guest common areas.
- Where physical distancing is not possible, 'sneeze guards,' mask requirements, or usage limits and layout adjustments are in place.
- Request guests and visitors use hand sanitizer and provide dispensers, touchless whenever possible, at primary guest entrances and contact areas.
- An amenity bag is provided during check-in containing COVID-19 awareness information, hand sanitizer, and perhaps masks/gloves (optional).
- Guests enter through doors that are open or are automated or manually operated by an employee (if possible/practical).
- Employees do not open the doors of guest vehicles and there are no valet services, unless requested or special circumstances.
- Guests requesting bell service are assisted and the bell cart is sanitized after each use.
- If masks are required, the hotel displays signage prominently, outlining proper mask usage.
- Provide a spray bottle of sanitizer or wipes in each room for guest use (optional).
- Elevator button panels are sanitized at least once per hour, and/or hand sanitizer is available at or in elevators, and the number of guests per elevator is limited.
- Multi-use and unnecessary items and amenities are removed from guest rooms.
- Housekeeping does not enter guest rooms during a stay, unless by special request or circumstances (if possible).
- Room service is adjusted for proper pickup/delivery protocols, sanitation of cutlery and single use condiments.
- Dining services are updated to discontinue self-service buffets, using cafeteria style or grab-and-go services instead.
- The property website communicates expectations to guests, including cleanliness and safety features, as well as expectations for arrival and stay.

EMPLOYEE CONSIDERATIONS:

- Employees are educated on COVID-19 and all guest protocols and procedures.
- Employees have been educated on proper hand cleaning practices and follow guidelines hourly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.

- Employees wear appropriate PPE in accordance with state or local regulations and are trained on proper use and disposal of PPE. Masks and gloves have been provided to employees when appropriate/required.
- Housekeepers are required to wear masks and gloves, with eyewear highly recommended.
- Staff meetings are conducted with appropriate social distancing (outdoors, virtually, or in other appropriate areas).
- Employees are encouraged to check their temperature prior to their shift and not come to work if feeling sick. Ask employees if they are experiencing symptoms of COVID-19 (confidential medical record).

CLEANING PROTOCOLS:

- The frequency of cleaning and sanitizing in all public spaces, with an emphasis on frequent contact surfaces, is increased.
- EPA approved cleaning and sanitizing protocols are in place to clean guest rooms, with particular attention paid to high-touch items.
- Rooms are 'sealed' or mechanisms/notices are in place for clean rooms not to be entered between guests.
- All bed linens and laundry are washed at a high temperature in accordance to CDC guidelines, and dirty laundry is bagged/contained in the guest room to eliminate excess contact while being transported.
- Rooms are left vacant for 24-72 hours prior to or after cleaning (if possible).
- The frequency of cleaning and sanitizing in all high traffic back of house areas, with an emphasis on employee dining rooms, locker rooms, restrooms and kitchens, is increased.
- Shared tools and equipment are sanitized during and after each shift or anytime the equipment is transferred to a new employee.
- The use of shared food and beverage equipment, including shared coffee/tea service, has been discontinued (optional).
- In the case of a presumptive COVID-19 positive guest, the guest's room is removed from service and quarantined and the guest room is not returned to service until case is confirmed or cleared. In the event of a positive case, the room is only returned to service after undergoing an enhanced sanitization protocol (per county regulations, if applicable), which is encouraged to be performed by a licensed third-party service.
- The frequency of air filter replacement and HVAC system cleaning is increased to maximize fresh air exchange.
- Suppliers, delivery drivers, and other individuals from third-party companies are reminded of social distancing requirements.

I, _____ the _____

PRINT NAME JOB TITLE

at _____ located at _____

PROPERTY NAME PHYSICAL ADDRESS

certify that the above checked items are correct and accurate to the best of my knowledge.

Signature _____ Date _____

Please return this form to CHLA, and after verification of your membership, you will be sent a Clean + Safe Certified window decal and images for website and promotional use.

California Hotel & Lodging Association
 414 29th Street, Sacramento, CA 95816
 Fax: 916-444-5848 | Email: cleansafe@calodging.com 04-30-20

COVID-19 General Checklist for Hotels and Lodging Employers

May 7, 2020

This checklist is intended to help hotels and lodging employers implement their plan to prevent the spread of COVID-19 in the workplace and is supplemental to the [Guidance for Hotels and Lodging Employers](#). This checklist is a summary and contains shorthand for some parts of the guidance; familiarize yourself with the guidance before using this checklist.



Contents of Written Worksite Specific Plan

- The person(s) responsible for implementing the plan.
- A risk assessment and the measures that will be taken to prevent spread of the virus.
- Training and communication with employees and employee representatives on the plan.
- A process to check for compliance and to document and correct deficiencies.
- A process to investigate COVID-cases, alert the local health department, and identify and isolate close workplace contacts of infected employees until they are tested.
- Update the plan as necessary to prevent further cases.



Topics for Employee Training

- Information on [COVID-19](#), preventing spread, and who is especially vulnerable.
- Self-screening at home, including temperature and/or symptom checks using [CDC guidelines](#).
- The importance of not coming to work if employees have a frequent cough, fever, difficulty breathing, chills, muscle pain, headache, sore throat, recent loss of taste or smell, or if they or someone they live with have been diagnosed with COVID-19.
- When to seek medical attention.
- The importance of hand washing.
- The importance of physical distancing, both at work and off work time.
- Proper use of cloth face covers.



Individual Control Measures & Screening

- Symptom screenings and/or temperature checks.

- Encourage workers who are sick or exhibiting symptoms of COVID-19 to stay home.
- Encourage frequent handwashing and use of hand sanitizer.
- Provide disposable gloves to workers using cleaners and disinfectants and consider them as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- Strongly recommend cloth face covers.
- Communicate frequently to customers that they should use face masks/covers.
- Housekeepers and others who must enter guest rooms should be provided with face covers.
- Housekeeping must only service rooms when guests are not present.
- Housekeepers should be instructed to minimize contact with guests' personal belongings when cleaning.
- Housekeepers should be instructed to have ventilation systems operating and/or windows open if possible, to increase air circulation.
- Hotels should allow housekeepers extra time to clean rooms without loss of pay to account for required precautions and to allow them to conduct more thorough cleaning and disinfection of rooms between guests.
- Guests and visitors should be screened upon arrival and asked to use hand sanitizer and to wear a face cover.
- Appropriate signage should be prominently displayed at all entrances and strategically throughout the property on face covering and physical distancing.



Cleaning and Disinfecting Protocols

- Perform thorough cleaning in high traffic areas.
- Frequently disinfect commonly used surfaces.
- Clean and sanitize shared equipment between each use.
- Clean touchable surfaces between shifts or between users, whichever is more frequent.
- Make hand sanitizer and other sanitary supplies readily available to employees.
- Ensure that sanitary facilities stay operational and stocked at all times.
- Use products approved for use against COVID-19 on the Environmental Protection Agency (EPA)-approved list and follow product instructions and Cal/OSHA requirements.
- Adjust or modify hours and quotas to provide adequate time for additional cleaning.
- Provide time for workers to implement cleaning practices before, during, and after shifts.
- Install hands-free devices if possible, including motion sensor lights, contactless payment systems, automatic handwashing water, soap, paper towel dispensers, and timecard systems.
- Encourage the use of debit or credit cards by customers.
- Consider upgrades to improve air filtration and ventilation.

Additional Cleaning and Disinfecting Protocols for Hotel Operations

- ❑ Remove reusable collateral from rooms. Critical information should be provided as single-use collateral and/or electronically posted.
- ❑ Bag dirty linens for transport and wash at a high temperature and cleaned in accordance with CDC guidelines.
- ❑ Consider leaving rooms vacant for 24 to 72 hours between occupancy.
- ❑ Develop a quarantine and cleaning plan for rooms where an infected guest has been.
- ❑ Install hand sanitizer dispensers throughout the property.
- ❑ Consider providing guests an amenity bag during check-in containing face cover, hand sanitizer, and a COVID-19 awareness card.



Physical Distancing Guidelines

- ❑ Implement measures to physically separate workers by at least six feet using measures such as physical partitions or visual cues (e.g., floor markings, colored tape, or signs to indicate to where workers should stand).
- ❑ Use signage to remind customers of physical distancing at every opportunity.
- ❑ Reconfigure, restrict or close breakrooms and create alternative space for breaks where physical distancing is possible.
- ❑ Adjust in-person meetings, if they are necessary, to ensure physical distancing.
- ❑ Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.

Additional Physical Distancing Guidelines for Hotel Operations

- ❑ Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by a dedicated gloved employee.
- ❑ Implement peak period queueing procedures to enforce physical distancing.
- ❑ Employees should not open the doors of cars or taxis.
- ❑ Guest room service should use contactless pick-up and delivery protocols.
- ❑ Limit food and beverage offerings to take-out and "contactless" room service until dine-in establishments are allowed to resume.
- ❑ See detailed guidance for resumption of other facilities such as restaurants, salons, spas, fitness centers and golf courses.





**ENHANCED INDUSTRY-WIDE
HOTEL CLEANING STANDARDS**
in response to COVID-19.



The hotel industry has a longstanding commitment to cleanliness and safety

for our employees and guests. We continue this commitment during the public health crisis. The following health and safety guidelines represent best practices for the hotel industry, in accordance with CDC guidelines, during the re-opening phase of the economy. It is anticipated that these guidelines and protocols will evolve based on the recommendations of public health authorities and must be done in compliance with any federal, state and local laws.



Dear Valued Member,

Hospitality at its core is an industry of people taking care of people. The safety of our guests and employees has always been our number one priority. Now as we work to reopen our nation's economy, we want to ensure travelers that hotels will be cleaner and safer than ever before when they are ready to resume traveling once again.

To meet the new health and safety challenges and expectations presented by COVID-19, the American Hotel & Lodging Association (AHLA) is launching *Safe Stay*. This new initiative is focused on enhanced hotel cleaning practices, social interactions, and workplace protocols, while ensuring transparency throughout the guest journey.

Safe Stay will seek to change hotel industry norms, behaviors and standards to ensure both hotel guests and employees are confident in the cleanliness and safety of hotels once travel resumes.

This initiative represents a new level of focus and transparency for an industry already built on cleanliness. Hotels have always had rigorous standards for cleaning and safety. With *Safe Stay* we are enhancing these standards to boost consumer confidence and doing so in accordance with guidance issued by public health authorities, including the Centers for Disease Control (CDC).

We are honored to have America's top hotel companies join us in this industry-wide effort. We look forward to the day when Americans are confident to travel freely. When that happens hotels will be ready to safely welcome everyone back. We can't wait.

Sincerely,

A handwritten signature in black ink that reads 'Chip Rogers'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Chip Rogers
President & CEO

Employee & Guest Health



Washing Hands & Hand Sanitizer

[CDC guidelines](#) shall govern the duty of all hotel employees to engage in frequent hand washing and use of hand sanitizer. Washing hands with soap and water is the preferable method. In situations where soap/water is not available, alcohol-based sanitizer is recommended. Hand sanitizer dispensers shall include [no less than 60% alcohol content](#), where available, and touchless where possible. As available, dispensers shall be placed at key guest and employee entrances and contact areas. At a minimum, this will include lobby reception areas and employee entrances, but could also include any other reception areas, entire hotel lobby areas, restaurant entrances, meeting spaces, elevator landings, pools, exercise areas and other public areas as applicable to the property.



Front of the House Signage

During all times in which the usage of masks is recommended by the CDC and/or other local health authorities, health and hygiene reminders shall be placed at high-traffic areas on property, including the front lobby area at a minimum, indicating the proper way to wear, handle and dispose of masks.



Back of the House Signage

Signage shall be posted at a minimum in the employee break room and cafeteria, and other areas employees frequently enter or exit. Signage will remind employees of the proper way to wear, handle and dispose masks, use gloves, wash hands, sneeze and to avoid touching their faces.



Employee & Guest Health Concerns

Responding swiftly and reporting to local health officials any presumed cases of COVID-19 at the hotel property shall be a staff-wide requirement. Employees exhibiting symptoms of COVID-19 shall remain or return home. While at work, employees who notice a coworker or guest exhibiting symptoms of COVID-19 shall immediately contact a manager. At a minimum, hotels shall follow [CDC guidelines](#) for employers and businesses, including instructing employees to self-isolate for the required amount of time, as defined by the CDC, from the onset of symptoms and be symptom-free for at least three days without medication.

Well-being checks of all employees, including physical temperature checks where required by law, shall be carried out.



Case Notification

At minimum, confirmed cases of COVID-19 shall be immediately reported to [local health authorities](#) in accordance with appropriate actions recommended by the [CDC](#).

Employee's Responsibilities



Hand Cleaning

If not wearing protective gloves, all employees shall follow CDC guidance regarding handwashing. Employees shall wash their hands for at least 20 seconds, or use sanitizer when a sink is not available, after any of the following activities: using the restroom, sneezing, touching the face, cleaning, smoking, eating, drinking, accepting items from a guest (ID, cash, credit card, key card), taking a break, and before a shift and as needed throughout the shift. When possible, employees shall wear gloves for added protection and sanitation efforts. Proper hand hygiene, in accordance with CDC guidelines, should be followed prior to and after removing the gloves.



COVID-19 Training

All employees shall receive COVID-19 safety and facility sanitation protocols training recommendations from the CDC with more comprehensive training, consistent with the CDC, for employees with frequent guest contact including Housekeeping, Food & Beverage, Public Area Department, Hotel Operations, Security, Valet/Door/Bell Services, and Maintenance/Engineering.



Personal Protective Equipment (PPE)

CDC recommendations along with federal and local government regulations shall dictate appropriate PPE to be worn by employees. PPE, along with appropriate training for use and disposal, shall be made available to any employee upon request. Please refer to OSHA for more information.

GENERAL ADVICE



WASH HANDS WITH SOAP AND WATER OR SANITIZER AT LEAST 20 SEC



DRY HANDS WITH A DISPOSABLE TOWEL, DON'T SHARE TOWELS



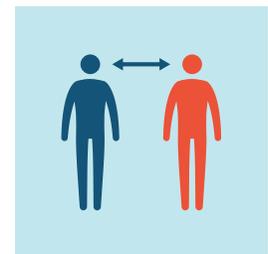
COVER COUGHS AND SNEEZES WITH A TISSUE OR FLEXED ELBOW, DISPOSE TISSUES



DO NOT TOUCH EYES, NOSE, MOUTH WITH UNWASHED HANDS



DO NOT SHARE PERSONAL OBJECTS AND HOUSEHOLD ITEMS



KEEP A SAFE DISTANCE FROM OTHERS

Cleaning Products & Protocols

Cleaning products and protocols shall include [EPA-approved disinfectants](#) that meet CDC requirements for use and effectiveness against viruses, bacteria and other airborne and bloodborne pathogens. For more information, please refer to the CDC guidelines on [disinfecting buildings and facilities](#).



Public Spaces and Communal Areas

Cleaning and disinfecting shall be frequent (multiple times per day) with an emphasis on frequent contact with hard non-porous surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, vending machines, ice machines, room keys and locks, ATMs, escalator and stair handrails, gym equipment, pool seating and surrounding areas, dining surfaces and all seating areas.



Guest Rooms

Cleaning and disinfecting protocols will require that particular attention is paid to high-touch, hard non-porous items including television remote controls, toilet seats and handles, door and furniture handles, water faucet handles, nightstands, telephones, in-room control panels, light switches, temperature control panels, alarm clocks, luggage racks and flooring. The frequency of room cleaning during a guest's stay may be altered based on guest requirements.



Laundry

Linens, towels and laundry shall be washed in accordance with CDC guidelines, including washing items as appropriate in accordance with the manufacturer's instructions. Where possible, launder items using the warmest permissible water setting for the items and dry items completely. Dirty linen shall be bagged in the guest room to eliminate excess contact while being transported to the laundry facility.



Hotel Guest Elevators

Button panels shall be disinfected at regular intervals, including the beginning of each housekeeping staff work shift and continuing throughout the day.



Back of the House

Cleaning and disinfecting of all high touch areas shall occur in accordance with CDC guidelines, including at least twice per day in high traffic areas. Handwashing stations and access to hand sanitizer should be convenient and highly visible.



Shared Equipment

Shared tools and equipment shall be disinfected after each shift or transfer to a new employee.



Room Recovery Protocol

In the event of a presumptive case of COVID-19 the affected guest room shall be removed from service and quarantined. The guest room shall not be returned to service until undergoing an enhanced cleaning and disinfecting utilizing EPA approved products within CDC guidelines.



Food & Beverage

Food and beverage service shall reduce in-person contact with guests and buffet service and also minimize dining items for increased sanitation. Traditional room service shall be replaced with a no-contact delivery method. Traditional buffet service shall be limited, but when offered, it should be served by an attendant wearing personal protection equipment (PPE), and utensils should be washed and changed more frequently. Portion controls should be emphasized to reduce food exposed for long periods. Sneeze and cough screens shall be present at all food displays. Minimal items should be placed on guest tables to allow for effective disinfection in between each guest, including condiments, silverware, glassware, napkins, etc. For certain segments, the use of prepackaged foods and 'grab & go' items shall be the preferred method of food delivery.

Physical Distancing

Physical Distancing & Queuing

As recommended by the [CDC's social distancing guidelines](#), guests shall be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them, including any area where guests or employees queue. Such areas shall be clearly marked for appropriate physical distancing, and where possible, encourage one-way guest flow with marked entrances and exits. When applicable, lobby furniture and other public seating areas will be reconfigured to promote social distancing.

Guest Rooms

In anticipation of individual concerns of guests, housekeeping shall not enter a guest room during a stay unless specifically requested, or approved, by the guest, or to comply with established safety protocols. Housekeeping shall maintain the practice of cleaning rooms thoroughly following check-out.

Meeting and Convention Spaces

Meeting and banquet arrangements shall allow for physical distancing between guests based on CDC recommendations.

Hotel Front Desk, Concierge, and Parking Services

Front desk agents shall practice social distancing including utilizing every other workstation to ensure separation between employees whenever applicable and possible. The use of technology to reduce direct contact with guests, lobby population and front desk queue is encouraged, where feasible. In addition, contactless payment processes are encouraged, and when not available, employees should minimize contact as much as possible. Self-parking options should be emphasized, where possible. If valet service is provided, disinfecting of contact points within the vehicle is required. In addition, van and shuttle service shall be limited, and disinfecting of contact points will be required.

Pools and Beaches

Seating shall allow at least six feet of separation between groups of guests.

Back of the House

Physical distancing among all employees shall be practiced in employee dining rooms, uniform control areas, training classrooms, shared office spaces, and other high-density areas.

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Hotel industry health and safety protocols will be updated in accordance with CDC guidelines as we learn more about COVID-19 and ways to combat it operationally for the safety of guests and employees.





Safe Stay Advisory Council Is Comprised of Industry Leaders Representing All Segments of the Hotel Industry

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