



# ENHANCED INDUSTRY-WIDE HOTEL CLEANING CHECKLIST

## EMPLOYEE & GUEST HEALTH

- Provide hand sanitizer and dispensers, touchless whenever possible, at primary guest entrances and contact areas for visitors and guests.
- Post CDC information and signage regarding health and hygiene reminders, how to avoid infection and the proper way to wear, handle and dispose of coverings in high-traffic areas on property, including the front lobby area and employee areas.
- Conduct an enterprise-level hazard assessment of the workplace.
- Establish protocols and procedures for employees to work with management on CDC guidelines related to well-being checks, and educating/training for employees on the need to report symptoms and self-isolation (as needed).
- Train employees on the proper processes to report confirmed cases of COVID-19 to local health authorities as recommended by the CDC.

## EMPLOYEE RESPONSIBILITIES

- Establish protocols regarding handwashing and use of hand sanitizer in accordance with CDC guidelines, including washing hands for a least 20 seconds and use of hand sanitizer with a least 60% alcohol regularly and after activities such as using the restroom, cleaning, eating, and before and after starting shifts.
- Facilitate employee training on COVID-19 guest safety and facility sanitation protocols as recommended by the CDC.
- Provide face coverings, gloves and other personal protective equipment to employees in accordance with federal and local government regulations.

## CLEANING & DISINFECTING PRODUCTS AND PROTOCOLS

- Utilize EPA approved cleaning and sanitizing protocols, including EPA-approved disinfectants or alcohol solutions with at least 70% alcohol, when cleaning clean communal areas, public spaces and guest rooms.
- Establish protocols to ensure that frequently touched surfaces by multiple people, including both guests and employees, are cleaned and disinfected regularly on a daily basis, including stairwell handrails, elevators, button panels, door handles, among other items.
- Establish housekeeping protocols and procedures that adhere to CDC guidelines in cleaning and disinfecting, including particular attention to high-touch items, waiting at least 15 minutes before entering a guest room for cleaning following the guest departure to allow for adequate air exchange.
- Ensure housekeeping staff discards all single use items provided by the hotel that were utilized/left behind by the guest, and any bulk care items that might have been utilized by the guest are cleaned and disinfected.
- Establish protocols to ensure that all linens, towels and laundry are washed in accordance with CDC guidelines, including washing items in accordance with the manufacturer's instructions, and avoid shaking dirty laundry in guest rooms.
- Establish procedures that ensure shared employee equipment are disinfected regularly throughout the day, including at the start and end of shifts and between employee use.
- Ensure 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.

- Establish procedures in the instance of a presumptive COVID-19 positive guest, including that the guest room is removed from service and quarantined for at least 24 hours in accordance with CDC guidelines, and ensure the guest room is not returned to service until case is confirmed or cleared.
- Facilitate reduced in-person contact food and beverage service when possible, including increasing non-contact delivery methods, limit tradition buffet services and provide 'grab & go' items.
- Establish enhanced cleaning and disinfecting procedures and protocols for food contact surfaces, utensils and shared items (i.e. condiments), and remove unused items (i.e. glasses, silverware) between guest use; minimize items on guest tables to allow for effective disinfection between guests.
- Ensure ventilation and water systems are operating properly after any prolonged shutdown in accordance with the CDC.

## PHYSICAL DISTANCING PROCEDURES

- Promote physical distancing (standing at least 6 feet apart) with guests and employees throughout the property, including lobby and communal areas, and minimize traffic in enclosed areas such as elevators and stairwells. Tactics for consideration include:
  - Mark appropriate physical distancing in areas where guests and employees queue
  - Move lobby furniture and reconfigure public seating areas to facilitate physical distancing
  - Establish one directional stairwells and entrances/exits when possible
- Establish housekeeping protocols to ensure that staff does not enter a guest room during a guest's stay unless specifically requested/approved by the guest or in accordance with safety protocols.
- Ensure meetings and banquets planning and set-up promotes social distancing.
- Establish front desk protocols and procedures to promote social distancing, including the following options:
  - Utilizing every other workstation
  - Installation of transparent shields or barriers
  - Updating floor plans for communal areas to promote social distancing
  - Utilize technology that reduces contact, including contactless payment options at check in/check out
- Self-parking options should be emphasized, and use of valet service and van/shuttle services should be limited to reduce contact points. If these services are provided, ensure disinfecting of all contact points in the vehicles.
- Establish physical distancing protocols for pool and beach areas, including public pools, hot tubs and water playgrounds
- Ensure physical distancing is promoted in back of the house areas, including employee dining rooms, uniform control areas, training classrooms, shared office spaces and other high-density areas.