



COVID-19 General Checklist for Hotels, Lodging, and Short-Term Rentals

October 20, 2020

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

Businesses must identify and monitor the County Risk Level for the county the business is operating in and make required adjustments to their operations:

- **Purple – Widespread – Tier 1:** Lodging operations are permitted. Fitness centers must operate outdoors. Outdoor hot tubs can open only for use by household groups or in cases where six feet of distancing can be maintained. Indoor pools, hot tubs, saunas, and steam rooms must remain closed. Lodging operations must follow this guidance.
- **Red – Substantial – Tier 2:** Lodging operations are permitted. Fitness centers can open indoors at 10% capacity. Indoor pools, hot tubs, saunas, and steam rooms must remain closed. Lodging operators must follow the modifications in this guidance.
- **Orange – Moderate – Tier 3:** Lodging operations are permitted. Fitness centers can open indoors at 25% capacity. Indoor pools can open when physical distancing can be maintained for non-household groups. Indoor pools do not include any indoor water parks or water rides. Indoor hot tubs, saunas, and steam rooms must remain closed. Lodging operators must follow the modifications in this guidance.
- **Yellow – Minimal – Tier 4:** Lodging operations are permitted. Fitness centers can open indoors at 50% capacity. Indoor pools, hot tubs, saunas, and steam rooms can open but physical distancing must be maintained for non-household groups. Indoor pools do not include any indoor water parks or water rides. Lodging operators must follow the modifications in this guidance.

For the most updated information on county tier status, visit [Blueprint for a Safer Economy](#). Please note that local health departments can have more restrictive criteria and different closures. Find [your county's local information](#).



Contents of Written Workplace 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.
- Use of face coverings, in accordance with the [CDPH guidance](#).

- ❑ Training and communication with workers and worker 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 and infected workers.
- ❑ Protocols for when the workplace has an outbreak, in accordance with [CDPH guidance and recommendations and orders from the local health department](#).
- ❑ A process to notify in writing all employees and employers of subcontracted employees present when there is an outbreak, and report outbreaks to the local health department, as required under [AB 685](#).



Topics for Worker Training

- ❑ Information on [COVID-19](#), preventing spread, and who are [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 symptoms of COVID-19 as described by the CDC, such as a cough, fever, difficulty breathing, chills, muscle pain, sore throat, recent loss of taste or smell, congestion or runny nose, nausea or vomiting, or diarrhea, or if they or someone they live with have been diagnosed with COVID-19.
- ❑ To return to work after a COVID-19 diagnosis only after meeting [CDPH Guidance on Returning to Work or School Following COVID-19 Diagnosis](#).
- ❑ When to seek medical attention.
- ❑ The importance of hand washing and types of hand sanitizers to use.
- ❑ The importance of physical distancing, both at work and off work time.
- ❑ Proper use of cloth face covers, including information in the [CDPH guidance](#).
- ❑ Information on paid leave benefits, including the [Families First Coronavirus Response Act](#) and other [government programs supporting sick leave and workers' compensation for COVID-19](#).
- ❑ Train any independent contractors, temporary, or contract workers in these policies and ensure they have necessary supplies and PPE.



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 and ensure workers use all required protective equipment, including disposable gloves.
- ❑ Consider disposable gloves as a supplement to frequent hand washing for tasks such as handling commonly touched items or conducting symptom screening.
- ❑ Provide secondary barriers (e.g., face shield, safety goggles) to workers who must consistently be within six feet of guests or co-workers and ensure they use them in addition to face coverings.

- ❑ Housekeeping must only service rooms when guests are not present.
- ❑ Instruct housekeepers to minimize contact with guests' personal belongings when cleaning.
- ❑ Instruct housekeepers to have ventilation systems operating and/or windows open if possible, to increase air circulation.
- ❑ Encourage handwashing with soap and water and/or using proper hand sanitizer after interactions with guests, cleaning rooms, and opening mail or handling other commonly touched items.
- ❑ Ensure baggage is delivered when guests are not in their rooms if possible.
- ❑ Inform guests of the facility's new policies and procedures prior to their arrival, including physical distancing requirements and cleaning and disinfection schedules.
- ❑ Remind guests in advance to bring a face covering, otherwise they should not be allowed to enter the premises (unless exempted per the [CDPH Face Covering Guidance](#)).
- ❑ Screen guests and visitors upon arrival and ask them to use hand sanitizer and to wear a face cover. Provide face coverings to guests who arrive without them.
- ❑ Prominently display appropriate signage at all entrances on face covering and physical distancing practices in use throughout the property.



Ventilation, Cleaning, and Disinfecting Protocols

- ❑ Where possible, install upgrades to improve air filtration and ventilation.
- ❑ Open windows or doors, if possible, in on-site restaurants to increase fresh air circulation.
- ❑ Check the [CDPH website](#) periodically for updates on indoor air quality and ventilation guidance for airborne diseases in indoor settings.
- ❑ Perform thorough cleaning in high traffic areas.
- ❑ Frequently disinfect commonly used surfaces.
- ❑ Clean and sanitize shared equipment between each use.
- ❑ Provide time for workers to implement cleaning practices during their shift.
- ❑ Equip workstations, desks, and help counters with proper sanitation products, including hand sanitizer and sanitizing wipes, and provide personal hand sanitizers to all worker directly assisting customers.
- ❑ 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 provide workers training on chemical hazards, product instructions, ventilation requirements, and Cal/OSHA requirements. Provide protective equipment. Follow the [asthma-safer cleaning methods](#) recommended by the CDPH.
- ❑ Clean floors using a vacuum with HEPA filter or other methods that do not disperse pathogens into the air.
- ❑ [Ensure all water systems are safe](#) to use to minimize risk of [Legionnaires' disease](#).

- Avoid sharing phones, tablets, and other work and office supplies wherever possible. Clean and disinfect any shared tools and equipment.
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- Clean kitchen items between each guest stay, including dishes in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival.
- Properly clean all appliances and kitchen areas.
- Bag dirty linens for transport and wash at a high temperature and cleaned in accordance with CDC guidelines. Remove and launder all linens between each guest stay, including items that appear not to have been used.
- Consider leaving rooms vacant for 24 to 72 hours between occupancy.
- In the event of a presumptive case of COVID-19, remove and quarantine the guest's room from service. Do not return the guest room to service until case has been confirmed or cleared. In the event of a positive case, return the room to service only after undergoing an enhanced disinfection protocol in accordance with [CDC guidelines](#).
- Install hand sanitizer dispensers throughout the property.



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 and/or guests should stand).
- Adjust in-person meetings to ensure physical distancing or conduct virtually.
- Stagger worker breaks, in compliance with wage and hour regulations, to maintain physical distancing protocols.
- Consider offering workers who request modified duties options that minimize their contact with customers and other workers.
- In breakrooms, use barriers and increase distance between tables/chairs to maintain physical distancing, and create outdoor break areas with shade and seating that ensures physical distancing.
- Redesign work spaces to allow for at least six feet distancing.
- Discourage workers from congregating in high-traffic areas.
- Limit the number of people allowed on an elevator at one time. Post signage to communicate these requirements.
- Avoid handshakes and similar greetings or behaviors that break physical distance.
- Eliminate person-to-person contact for delivery of goods.
- Guests should enter through doors that are either propped open, if possible, or are automated or manually operated by a worker who is frequently washing hands or using proper hand sanitizer.
- Implement peak period queueing procedures to enforce physical distancing.
- Make guest room service, laundry and dry-cleaning services, and amenity deliveries available through contactless pick-up and delivery protocols.



Additional Considerations for Short-Term Rental Units

- Only rent unoccupied units. Do not rent rooms or spaces within an occupied residence.
- Offer self or remote check-in and checkout where possible.
- Implement standard check-in and checkout times.
- Display signs outlining use of face coverings and physical distancing at the property.
- Thoroughly clean and disinfect the rental unit after each guest stay.
- Line all garbage cans and remove leftover recycling and garbage from the rental unit, including food left by the previous guest.
- Remove and launder all linens between each guest stay, including items that appear to not have been used. Wear disposable gloves when handling dirty laundry and discard after each use.
- Launder linens at the warmest appropriate temperature according to manufacturer's instructions. Dry items completely. Do not shake dirty laundry.
- Clean and disinfect laundry hampers. Place a bag liner in the hampers.
- Clean all soft surfaces based on the manufacturer's instructions, as appropriate.
- Clean kitchen items between each guest stay, including dishes in the cabinet and others that may have been left in different rooms. Provide adequate dish soap and new, unused sponges for each guest upon arrival.
- After each guest stay, clean all appliances and kitchen areas.
- Only use vacuum cleaners with HEPA filters to clean floors.
- Use appropriate multi-surface cleaners approved by the EPA for use against COVID-19 to clean bathrooms, including the floor and mirrors.
- Provide extra hand soap, paper towels, toilet paper, disinfectant wipes, etc.
- If using an external or professional cleaning company, communicate expectations and plans for cleaning and disinfection standards, and get periodic confirmation that they are being followed by the contracted company.
- Communicate with guests on the cleaning and safety measures.
- Defer nonessential maintenance while the rental unit is occupied.
- Replace HVAC/air filters per the manufacturer's directions. Use high filtration efficiency filters. Use gloves when changing filters.
- Consider leaving the rental vacant for 24 to 72 hours after a guest has departed, if feasible.
- Do not open any rental units intended for large gatherings until such operations can resume.



Additional Considerations for Swimming Pools and Aquatic Venues

- Ensure swimming pools, splash pads, hot tubs, saunas, and steam rooms are properly cleaned and disinfected for visitor use, according to [CDC guidelines](#).
- For openly accessible outdoor hot tubs, ensure that at least six feet of distancing is maintained at all times between hot tub users not from the same household, or limit use to one household group at a time.
 - Have patrons to remove face coverings while in the hot tub, but require them to wear them when outside of the hot tub.
 - Provide a receptacle to collect used towels for laundry, and clean and disinfect high-touch surfaces regularly.
 - Post signage regarding distancing and face covering requirements.
 - Monitor compliance with distancing requirements, and if not able to consistently maintain distancing, discontinue use of the hot tub.
- For individual, private outdoor hot tubs for fire, limit use to one household group at a time.
 - Have patrons to remove face coverings while in the hot tub, but require them to wear them when outside of the hot tub.
 - Post signage regarding face covering requirements.
 - Provide a receptacle to collect used towels for laundry, and clean and disinfect high-touch surfaces regularly.
- For indoor pools, require face coverings to be worn when out of the water or shower areas, unless exempt from the CDPH guidance.
- For outdoor pools, require face coverings to be worn when out of the water, unless exempt under the CDPH guidance.
- Maintain proper disinfectant levels and pH.
- Ensure [safe and correct use](#) and storage of EPA-registered disinfectants, and store products securely away from children.
- Set up a system to distinguish furniture and equipment that have already been cleaned versus those that have not.
- Launder towels and clothing at the warmest appropriate temperature according to manufacturer's instructions. Dry items completely. Handle towels with disposable gloves and minimal disturbance.
- Discourage people from sharing items, particularly those that are difficult to clean and disinfect or those that are meant to come in contact with the face.
- Ensure that the facility has adequate equipment for patrons, such as kick boards, pool noodles, and other flotation devices, to minimize sharing. Clean and disinfect the items after each use.
- For indoor aquatic venues, introduce and circulate outdoor air as much as possible by opening windows and doors, using fans, or other methods, as long as it does not pose a safety risk.

- Rearrange the deck layout and other areas surrounding the pool to ensure that the standing and seating areas can support physical distancing.
- Provide physical cues or guides (e.g., lane lines in the water or chairs and tables on the deck) and visual cues (e.g., tape on the decks, floors, or sidewalks) and signs to ensure that workers, visitors, and swimmers stay at least six feet apart from one another, both in and out of the water.
- Install impermeable barriers where staff and patrons must interact and physical distancing is difficult.
- Consider implementing reservations for pool use or implementing other mechanisms to support physical distancing.
- Assign workers other than lifeguards to monitor handwashing, use of cloth face coverings, and physical distancing.
- Avoid activities that promote group gatherings. Check state and local policies on youth and adult sports and gathering requirements to determine if aquatic fitness classes, swim lessons, etc., can be held.

