

## **REOPENING GUIDANCE FOR HOTELS**

Based upon recommendations from the Cape May County-Wide Recovery Initiative Business Sector Task Force

Compiled May 6, 2020

In compliance with the Opening Up America Again criteria, state guidance, and building upon the common experience of essential retail success, the following minimum mitigation protocols will be in effect for all business and organizations:

**Social Distancing:** All persons who are not part of an existing, noninfected pod of individuals, such as families or other discreet small groups, will be required to remain at least six-feet distant from each other.

**Personal Protective Equipment:** All persons will be required to utilize an effective covering of the nose and mouth designed to maximize the prevention of distribution or inhalation of vapor droplets from the respiratory system. Employees will be instructed on the proper use of gloves or other barriers to transmission by touch and will be required to utilize the same at all times.

**Employee and Management Monitoring:** Where possible, offer both virus and antibody testing to employees prior to commencing operations. All employees and members of management of all business and public operations will be continually monitored for body temperature and symptom concerns. Temperature baselines will be detected and recorded for comparison to regular temperature monitoring. Any employee or member of management showing symptoms or an elevation of body temperature will be immediately removed from the workforce and sent for testing and isolation. Tracing, and if necessary removal and/or isolation, of employee contacts will immediately commence and preventative measures ranging from disinfection of work areas to closure of part or all of a facility will take place until such time as broader disinfection can occur.

**Sanitation:** All employers, public and private, will engage in strict sanitation protocols. All refuse will be handled by employees in personal protective equipment that includes, at a minimum, face-coverings and gloves. Refuse will be constantly monitored and frequently removed to closed containers. Industry specific sanitation protocols have been developed and will be implemented and followed, especially as relates to food service and accommodations, as more fully set forth in the protocols included in the appendix.

**Disinfection:** All disinfection will follow the guidelines provided by the Centers for Disease Control, at a minimum.<sup>1</sup> Disinfection will be frequent and thorough and effectuate by use of EPA and/or FDA approved and effective microbial disinfectants.

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<sup>1</sup> <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Local Industry Input/Guidance:

- Support flexible workplace accommodations for those impacted.
- Provide frequent breaks and ample break spaces for employees wearing PPE.
- Develop and employ capacity management systems for common areas.
- Leverage outdoor spaces for dining and beverage consumption.
- Consider reserving on-property dining facilities to guests only (no public).

## “SAFE STAY” GUIDELINES

### *SUGGESTED PLANS FOR REOPENING HOTELS*

Hotels are playing an important role in the pandemic crisis since it hit New Jersey in early March. As an essential business, the lodging industry was called on early to assist in the pandemic response.

The NJRHA continues to work with the Department of Health to find members willing to house health care professionals and other essential workers as well as those needing a space to quarantine or even recover from Covid-19. Having safe and secure locations to house these individuals is critical to the success in battling Covid-19. *(Health and Human services have issued protocols for those properties that are housing quarantined patients, first responders, and those suspected of having Covid-19).*

A successful lodging industry is important to the economic success of New Jersey. There are 1,053 hotels in New Jersey with 103,908 rooms and 182,283 employees.

As the Governor makes preliminary plans to reopen the state in a safe manner, please consider the following suggestions to ensure both the health and safety of our guests and employees while allowing hotels to reopen for business:

#### 1. **Employee & Guest Health:**

- ***Temperature Taking:*** Take the temperature of symptomatic employees or as appropriate at the beginning of their shift. Anyone displaying a temperature over 100.0°F will not be allowed entry to the property and will be directed towards appropriate medical care.
- ***Physical Distancing:*** Guests will be advised to practice physical distancing by standing at least six feet away from other groups of people not traveling with them while standing in lines, using elevators or moving around the property. Employees will be reminded not to touch their faces and to practice physical distancing by standing at least six feet away from guests and other employees whenever possible.
- ***Hand Sanitizer.*** Hand sanitizer dispensers, whenever possible, and based on supply, will be placed at entrances and contact areas such as reception areas, hotel lobbies, restaurant entrances, meeting spaces, elevator, pools, exercise areas.
- ***Front of the House Signage.*** There will be health and hygiene reminders throughout the property.
- ***Back of the House Signage.*** Signage will be posted throughout the property reminding employees of the proper way to wear, handle and dispose masks, use

gloves (in positions deemed appropriate by medical experts), wash hands, sneeze and to avoid touching their faces.

- **Employee & Guest Health Concerns.** Employees will be given clear instructions on how to respond swiftly and report all presumed cases of COVID-19 to the management who will report to the local board of health. Employees are instructed to stay home if they do not feel well and are instructed to contact a manager if they notice a coworker or guest with a cough, shortness of breath, or other known symptoms of Covid-19. Employees and guests who are exhibiting any of the symptoms of Covid-19 while at the property are instructed to immediately notify their manager (employees) or hotel security (guests).

2. **Employee's Responsibilities:** Employees are vital for an effective sanitation and health program.

- **Hand Washing** Employees will be instructed 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, entering, going on break and before or after starting a shift.
- **Personal Protective Equipment (PPE).** PPE will be worn by employees based on their role, responsibilities and guest interaction.

3. **The Guest Check In:**

- i. Visitors will be asked to use hand sanitizer.
  - ii. Appropriate signage will also be prominently displayed outlining current physical distancing practices.
  - iii. Employees will not open the doors of cars or taxis.
- **Hotel Guest Elevators**
    - i. Elevator button and panels will be sanitized on a regular interval, at least once per hour.
    - ii. Signage will be posted to explain the current procedures.
    - iii. No more than two to four guests will be permitted per elevator.

4. **Cleaning Products and Protocols:** Hotels will 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.

- **Public Spaces and Communal Areas.** The frequency of cleaning and sanitizing has been increased 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.
- **Guest Rooms.** Industry leading cleaning and sanitizing protocols are used 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.** All bed linen and laundry will be washed at a high temperature and in accordance with CDC guidelines. In an effort to limit guest/employee interaction, some properties may choose to limit or suspend daily room service. Fresh linens, towels and cleaning supplies will be available to the guest. This policy will be communicated to the guest upon arrival. If the guest has physical limitation, housekeeping will be available upon request.
- **Shared Equipment.** Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee.
- **Room Recovery Protocol.** In the event of presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room will not be returned to service until case has been confirmed or cleared. In the event of a positive case, the room will only be returned to service after undergoing an enhanced sanitization protocol.
- **Physical Distancing** A proper distancing policy, as per the DOH guidelines will, occur throughout the property. This includes check-in, check-out, elevator lobbies, coffee shops and casual dining and taxi lines.
- **Hotel Front Desk, Business Center and Concierge.** Agents will utilize every other workstation to ensure separation between employees whenever possible.
- **Restaurants and Bars.** Restaurants and bars will reduce seating capacities to allow for proper social distancing of guests. Buffet breakfasts (**OPEN DURING PHASE 2**)
- **Meeting and Convention Spaces.** Meeting and banquet set-up arrangements will allow for physical distancing between guests in all meetings and events based on CDC and DOH recommendations. Self-serve buffet style food service will be suspended and replaced by alternative service styles. (**OPEN DURING PHASE 2**)
- **Pools.** Pool seating will be configured to allow for at least six feet of separation between groups of guests. (**OPEN DURING PHASE 2**)
- **Gyms/Exercise Rooms:** A limited number of guests permitted at a time. Guest are required to use the sanitizing products after each machine or equipment use. (**OPEN DURING PHASE TWO**)
- **Back of the House:** Physical distancing protocols will be used in the employee dining rooms, uniform control areas, training classrooms, shared office spaces, the employee services window.

## 5. Front Desk Cleaning & Sanitizing Protocol

- i. Sanitize high touch front services spaces and equipment including, keys, POS systems, bell desks, luggage storerooms, luggage belts, bell carts, etc. on a regular basis.
- ii. Offices, desks, counters, workspaces and related equipment (including iPads and radios) to be sanitized regularly or upon a new employee using the equipment.
- iii. Vending machines/ice machines (break room and taxi tunnels) to be sanitized on a regular basis.

## 6. Room Service and Amenities:



- i. A room service procedure will be created to limit employee-guest interaction.
  - ii. In room coffee: Request from the front desk.
- 7. **GENERAL SANITATION:** Employees to sanitize the following areas at least once per hour
  - i. Hotel entry doors, trash bins, and restrooms