



COVID-19 Prevention & Enhanced Cleaning Guidelines for Hotels

Revised: July 17, 2020

This revision includes updates to meet requirements of the Healthy Building Ordinance

(Information Subject to Change Based on New / Revised Information from Cited Sources)



Overview

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

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.

The purpose of this document is to provide guidance for the hotels and lodging industry in San Francisco to support a safe, clean environment for workers and customers. Our aim has been to consolidate applicable guidance issued by reputable organizations and government agencies that is specific to the hotel and lodging industry. This guidance document 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. This revision includes mandates under San Francisco's Healthy Building Ordinance.

Users of this guidance document are advised to stay current on changes to public health guidance and state/local orders, as the COVID-19 situation continues. Cal/OSHA and CDC have additional safety and health guidance on their webpages.



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You assume the risk of human and mechanical error in the creation of this document, and that information contained herein may be outdated due to unavoidable lags in publication times. It is the responsibility of the user to find and utilize the most current information from independent sources. The Hotel Council of San Francisco acknowledges the indisputable fact that the [Centers for Disease Control and Prevention \(CDC\)](#) is a primary source for instructions, methods, and determination of risk. Other important resources for assessing and managing risk are listed in the Cited Sources section of this document. These include guidance published by the [United States Occupational Safety and Health Administration \(OSHA\)](#), [United States Environmental Protection Agency \(EPA\)](#), [Centers for Disease Control and Prevention \(CDC\)](#), [World Health Organization \(WHO\)](#), [California Department of Public Health \(CDPH\)](#), [American Hotel & Lodging Association \(AHLA\)](#), [Restoration Industry Association \(RIA\)](#), [American Industrial Hygiene Association \(AIHA\)](#), and more.

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Do not use this document without first confirming that you have the most recent version by checking at www.hotelcouncilsf.org for updates to this document. It is your responsibility to stay abreast of, and comply with, federal, provincial, state, and local laws and regulations, as well as guidance from health departments, agencies, and other regulatory bodies.

It is also important to note that this document is specific to the implementation of processes addressing the risk of exposure to and spread of COVID-19, and thus the assessment of risk referred to is specific to the hazard of exposure and spread of COVID-19. Be aware that other concerns may exist and still be present, including those represented by the acronym 'PALMS' (Pandemic/PCBs, Asbestos, Lead/Legionella, Mold/Metals, Silica/Safety/Sustainability). Because other hazards may exist within the work site, a proper and complete hazard assessment is still a vital part of your overall safety and health processes. However, the assessment of risks other than COVID-19 is beyond the scope of this document.

NOTE: Several organizations use the phrase 'clean and disinfect' to describe the processes discussed in this document. This document intentionally uses terms that describe the actual activity performed by the employee or service provider (e.g., employees do not 'clean and disinfect' a surface, structure or space, they 'wipe surfaces' and 'apply a disinfectant').

Cited Sources

1. Employee & Guest Health

- **CDC:** [Show Me the Science – When & How to Use Hand Sanitizer in Community Settings | Handwashing](#)
- **CDC:** [Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#)
- **CDC:** [Interim Infection Prevention and Control Recommendations for Patients with Suspected or Confirmed Coronavirus Disease 2019 \(COVID-19\) in Healthcare Settings](#)
- **CDPH:** [COVID-19 INDUSTRY GUIDANCE: Hotels, Lodging, and Short Term Rentals](#)
- **CHLA:** [Clean & Safe Guidance for the Hotel Industry – Re-opening Guidance for Hoteliers](#)
- **CHLA:** [COVID-19 Clean + Safe Checklist](#)
- **OSHA:** [COVID-19](#)
- **WHO:** [Tools as reminders in the workplace](#)
- **Health Building Ordinance**

2. Employee's Responsibilities

- **AHLA:** [Enhanced Industry-Wide Hotel Cleaning Guidelines in Response to COVID-19](#)
- **Cal/OSHA:** [Cal/OSHA and Statewide Industry Guidance on COVID-19](#)
- **CDPH:** [COVID-19 INDUSTRY GUIDANCE: Hotels, Lodging, and Short Term Rentals](#)
- **OSHA:** [Guidance on Preparing Workplaces for COVID-19](#)
- **OSHA:** [Guidance on Preparing Workplaces for an Influenza Pandemic](#)
- **Health Building Ordinance**

3. The Guest Journey

- **Health Building Ordinance**

4. Cleaning Products and Protocols

- **AHLA:** [Enhanced Industry-Wide Hotel Cleaning Guidelines in Response to COVID-19](#)
- **ASHRAE:** [ASHRAE Position Document on Infectious Aerosols](#)
- **CDC:** [Cleaning and Disinfecting Your Facility](#)
- **EPA:** [List N – Disinfectants for Use Against SARS-CoV-2 \(COVID-19\)](#)
- **Restoration Industry Association:** [Assisting Clients with COVID-19 Concerns – A Preliminary Report for Restoration Contractors, 2nd Edition](#)
- **Wynn Las Vegas:** [Health & Sanitation Program](#)
- **Health Building Ordinance**

5. Distribution of Personal Protection Equipment (PPE)

- **CDC:** [Cleaning and Disinfecting Your Facility](#)
- **OSHA:** [COVID-19](#)
- **WSPS:** [Guidance on Hotel Reception, Room Service and Front Line Staff during COVID-19](#)
- **Wynn Las Vegas:** [Health & Sanitation Program](#)
- **Health Building Ordinance**

6. Physical Distancing

- **AHLA:** [Enhanced Industry-Wide Hotel Cleaning Guidelines in Response to COVID-19](#)
- **FR&L:** [Critical COVID-19 Guidance Standards for Hospitality Reopening](#)
- **Wynn Las Vegas:** [Health & Sanitation Program](#)

7. Uniform Control

- **CDC:** [COVID-19 Guidance for Shared or Congregate Housing](#)

8. Hotel Operations

- **CDC:** [Cleaning and Disinfecting Your Facility](#)
- **CDC:** [COVID-19 Guidance for Shared or Congregate Housing](#)
- **CDPH:** [COVID-19 INDUSTRY GUIDANCE: Hotels, Lodging, and Short Term Rentals](#)
- **Health Building Ordinance**

9. Housekeeping

- **CDC:** [COVID-19 Guidance for Shared or Congregate Housing](#)
- **Health Building Ordinance**

10. Spa and Fitness Center

- **CDC:** [Frequently Asked Questions – COVID-19 and Water](#)
- **Health Building Ordinance**

11. Food and Beverage

- **AHLA:** [Enhanced Industry-Wide Hotel Cleaning Guidelines in Response to COVID-19](#)
- **CDPH:** [COVID-19 INDUSTRY GUIDANCE: Hotels, Lodging, and Short Term Rentals](#)
- **Health Building Ordinance**

12. Sales

- **Health Building Ordinance**

13. Entertainment

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14. Entry Screening & Case Reporting Protocols: Employees

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15. Self-Contained Meetings & Event Protocols

- **Health Building Ordinance**

1. Employee & Guest Health

Coronavirus (COVID-19) is an illness caused by exposure to SARS-CoV-2 virus. This virus has been spread around the globe, resulting in a worldwide pandemic. This pandemic has been impacting the United States since early 2020. The health and safety of employees and guests is of top priority. In order to protect the health of employees and guests from potential spread of COVID-19, it is important to have a basic understanding of the disease.

Mode of Transmission

COVID-19 is predominantly spread person-to-person via respiratory droplets that are expelled from an infected during heavy exhalation, speaking, coughing or sneezing. These droplets can land in the mouths, noses, and/or eyes and/or be inhaled by persons in close proximity (i.e., distance less than 6 feet). Recent studies suggest that the virus may remain suspended in the air as an aerosol.

A secondary route of transmission can occur through contact with contaminated surfaces followed by self-delivery to the eyes, nose, or mouth.

COVID-19 Exposure Risk

Per OSHA, there are four risk exposure levels to COVID-19: Lower, Medium, High, and Very High. Hotel employees are considered to be in the Medium Exposure Risk as they be in frequent / close contact with people who may be infected, but who are not known to have or suspected of having COVID-19.

COVID-19 Related Symptoms

People who have contracted COVID-19 have reported experiencing a wide range of symptoms in varying degrees of severity. Symptoms could appear 2 – 14 days after exposure. Symptoms associated with COVID-19 include:

- Fever / Chills
- Cough
- Shortness of breath / difficulty breathing
- Fatigue
- Muscle / body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose

Severity of Symptoms

Severity of symptoms varies significantly. Some people who have tested positive for coronavirus haven't experienced any related symptoms. Others have died due to complications from contracting the disease. Older adults (i.e., 65 years or older) and people with underlying medical conditions have been reported to have a higher risk of experiencing severe symptoms. Underlying medical conditions includes people who:

- Have chronic lung disease or moderate to severe asthma,
- Have serious heart conditions,
- Are immunocompromised,
- Are obese (i.e., BMI of 40+),
- Have chronic kidney disease,
- Have diabetes, and
- Have liver disease.

Understanding the disease, its transmission, and symptoms allows for better implementation of controls to aid in the prevention of spreading COVID-19 to employees and guests. This information should be conveyed to employees and guests through signage, training, and possibly other forms of communication.

Front of the House Signage

There should be health and hygiene reminders posted throughout the property including the use of face coverings, physical distancing protocols, hand washing, and other preventive measures discussed in this document.

Back of the House Signage

Signage should be posted throughout the property reminding employees of the proper way to wear, handle and dispose of face coverings and gloves, wash hands, sneeze / cough, and to avoid touching their faces.

Employee & Guest Health Concerns

Employees and guests who exhibit any of the symptoms associated with COVID-19 while at the property should be isolated and a manager immediately notified. If the person is in medical distress, immediately call 911. Per the CDC, emergency warning signs include:

- Trouble breathing
- Persistent pain or pressure in the chest

- New confusion or inability to arouse
- Bluish lips or face

Any person who is symptomatic, but not experiencing the above symptoms should be directed to seek medical care and provided with resources and recommendations based on CDC and local health authority guidelines. Thereafter, the employee suspected of infection (or who has a confirmed case) should remain at home until released by a physician or public health official. If a medical note releasing the employee is unavailable, follow the CDC guidelines on when an employee may discontinue self-isolation, which contain specific requirements dependent upon whether the employee tested positive for COVID-19 and the symptoms exhibited.

Following Up on a Positive Diagnosis

In the event an employee or guest is found to have a positive diagnosis of COVID-19, the hotel should conduct an investigation. The purpose of the investigation is to identify where the person(s) had been within the hotel and who they may have come into contact with.

Employers should ask infected employees to identify all individuals who worked in close proximity (within six feet) for a prolonged period of time (10 minutes or more) with them during the 48-hour period before the onset of symptoms. An employer should send home all employees who worked closely with the infected employee for 14 days of self-isolation in accordance with CDC Guidance to reduce the potential risk of the infection spreading. While quarantined, those employees should self-monitor for symptoms, avoid contact with high-risk individuals, and seek medical attention if symptoms develop.

Employers should also identify the area(s) the infected employees worked in for the 72-hour period prior to onset of symptoms. These areas should be isolated until proper cleaning and disinfection can be completed and properly documented.

If a guest has checked in and has belongings in the room when a positive diagnosis has been obtained, a hotel should follow these guidelines:

- The guest should be escorted to their room by an employee wearing proper PPE and practicing physical distancing from the guest. The employee must remain outside the room while the guest gathers their personal belongings.
- The use of an elevator should be avoided if possible, however if not possible the elevator must not be used by any other persons until it has been properly cleaned and disinfected.

- Once all belongings are removed and the guest has been escorted to their car or other transportation, the room will not be returned to service until it has been properly cleaned and disinfected.
- If the guest is unable to return to their room, the General Manager should put the room out of service with all of the guest's belongings remaining in the room for 72 hours. At that time, an employee may enter to retrieve the belongings. The room must then be properly cleaned and disinfected.

Case Notification

If we are alerted to a presumptive case of COVID-19 at a hotel we will work with the San Francisco Department of Public Health to follow the appropriate recommended actions. They may be contacted at:

101 Grove Street
San Francisco, CA 94102
(415) 554-2500

Hotels must work with the San Francisco Department of Public Health to ensure any guest room that had been occupied by an infected guest is safe for re-use.¹

¹ Healthy Building Ordinance, Section 4(e)(5).

2. Employee's Responsibilities

All hotels have the responsibilities to implement the following prevention measures.

Hand Washing

Correct hygiene and frequent handwashing with soap is vital to help combat the spread of the Virus. All employees should be instructed to wash their hands no less than every 60 minutes. Hands should be washed before eating, drinking, and/or smoking 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 donning / doffing PPE. Hand washing should be done in accordance with CDC guidelines; including scrubbing with soap for at least 20 seconds.

Hand Sanitizer

Hand sanitizer should be used when a hand washing station is not available. Hand sanitizer must contain at least 60% alcohol to be effective. Hand sanitizer dispensers, touchless whenever possible, should be placed at key guest and employee entrances and high-contact areas such as driveways, reception areas, hotel lobbies, restaurant entrances, meeting spaces, elevator landings, pools, and exercise areas. Use of hand sanitizer containing any concentration of methanol is prohibited due to its toxic effects.

Face Coverings

Employees should wear face coverings at all times, unless they are on break and a minimum of 6 feet away from any other individuals. Face coverings are any cloth or synthetic material that covers both the nose and mouth of the wearer. The intent of a face covering is to prevent or reduce the transmission of respiratory droplets into the air. Thus, face coverings with exhalation valves should not be worn as they don't effectively reduce respiratory droplets. Employees should be made aware that face coverings:

- Do not protect the wearer and are not considered PPE.
- Do not replace the need for physical distancing or handwashing.
- Should be washed or discarded after each work shift.

COVID-19 Training

All employees should be provided general COVID-19 hazard awareness education. More comprehensive training may be necessary for teams with frequent guest contact including Bell Services, Housekeeping, Food & Beverage, Front Desk Hosts, Sales, and

Maintenance. All training provided should be documented including the date, topics covered, and a list of attendees. Training should cover the following topics:

- COVID-19 transmission & symptoms,
- Self-screening procedures,
- Importance of staying home if ill,
- When to seek medical attention,
- Importance of handwashing & using hand sanitizer,
- Importance of physical distancing,
- Proper donning / doffing of PPE,
- Proper use of face coverings,
- Other preventive measures to be implemented, &
- Requirements & employee rights under the Healthy Building Ordinance.²

Personal Protective Equipment (PPE)

Appropriate PPE should be worn by employees based on their role and responsibilities and in adherence to state or local regulations and guidance (see Section 5).

Daily Pre-Shift & Timekeeping

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. Hand sanitizer should be available at each timeclock location and employees should sanitize their hands after clocking in.

Keep in mind that employees may claim that their time waiting in line or being screened for a fever, or “donning and doffing” their PPE, before their shift is compensable and thus they should be paid for it. The employer should err on the side of paying employees throughout entry screening and potentially for other pre and post shift activities that are arguably required for the performance of work. This requires you to implement a system to have employees “clock in” when they get in line for screening and to document their time.

Employees that are Sick

Employees that are sick are required to stay home. If any employee presents themselves at work with a fever or difficulty in breathing, this indicates that they should

² Healthy Building Ordinance, Section 5.

seek outside medical evaluation. While these symptoms are not always associated with influenza and the likelihood of an employee having the COVID-19 coronavirus is extremely low, it pays to err on the side of caution. Supervisors should be trained on the importance of not overreacting to situations in the workplace potentially related to COVID-19 in order to prevent panic among the workforce. Refer to Employees with COVID-19 POP on the proper steps to take, as noted above.

Avoid Cross Contamination

Employees should avoid using other workers' phones, desks, offices, or other work tools and equipment, whenever possible. If such materials must be shared, they must be disinfected in between uses. It is recommended to have the oncoming employee disinfect the shared item prior to use. Employers should have disinfectant wipes or supplies available in all shared areas for employees to regularly clean all high-contact and/or shared surfaces.

3. The Guest Journey

Guest Arrival

Guests and Visitors should be asked to use hand sanitizer and to wear a face covering upon arrival. A mask should be provided if they do not have one. A stock of face coverings should be kept in an accessible location that can be secured.

Appropriate signage should be prominently displayed outlining proper usage of face coverings and current physical distancing practices in use throughout the hotel.

Guest Arrival by Own Car, Taxi or Ride Share

- Employees should avoid opening the doors of cars or taxis.
- Guests requesting bell service can be assisted and the bell cart should be disinfected after each guest is assisted.
- Valet services should be suspended until further notice.

Hotel Guest Elevators

- Guests should be advised to take the stairs whenever possible; face coverings should be worn whenever traversing a stairwell.
- An employee should be present to disinfect the button panels at regular intervals, at least once per hour.
- Signage should be posted to explain the current use procedures.
- Due to the size of elevators, only one occupant or party traveling together, up to the occupancy load of the elevator, may be in an elevator at a time.
- Place markings at the elevator lobby indicating 6-foot distances for waiting guests.

Guest Sanitation Amenities

- Hand sanitizer stations should be located at the front desk and at other high-contact locations throughout the property.
- Restrooms will be available for guests to wash hands.
- Masks or face coverings should be available for guests that do not have one.

4. Cleaning Products and Protocols

Hotels should only use disinfectant products that have been approved by the EPA to be effective against COVID-19 (i.e., on EPA's List N). We are working with our vendors, distribution partners and suppliers to ensure an uninterrupted supply of these supplies and the necessary PPE. Any vacuuming conducted should be done using vacuums equipped with HEPA filters. Avoid sweeping floors with a broom and use a HEPA-filtered vacuum whenever possible.

Hotels must develop a written cleaning and disinfecting procedure that identifies all surfaces to be cleaned / disinfected, frequency of cleaning / disinfecting, product(s) to be used, PPE to be utilized, and recordkeeping requirements. This procedure must be posted in languages understood by employees, in an area accessible to employees, and be made available to guests upon their request.^{3, 4}

Public Spaces and Communal Areas

The frequency of cleaning and disinfecting should be increased in all public spaces with an emphasis on high-contact surfaces including, but not limited to, front desk check-in counters, bell desks, elevators and elevator buttons, door handles, public bathrooms, credit card processing terminals, phones, room keys and locks, stair handrails, gym equipment (when re-opened), vending machines, dining surfaces, and seating areas. These high-contact surfaces will be regularly (i.e., multiple times per day) cleaned and disinfected.⁵

Other porous and non-porous surfaces that are required to be cleaned more than once daily include all surfaces (e.g., walls, floors, windows, glass surfaces, desks, table tops, furniture, countertops, door handles, and light switches) in elevators, stairways, stairwells, escalators, lobbies, lounges, waiting areas, hallways, restrooms, break rooms, locker room(s), and meeting rooms. All cleaning of these surfaces in public areas will be logged.⁶

Guest Rooms – Daily Cleaning

Cleaning and disinfecting of guest rooms is required to be done daily and includes changing of all bed linens and towels no less than daily. Unless requested by the guest(s), cleaning and disinfecting is to be performed on all walls, windows, mirrors, desks, table tops, furniture, minibars, interior / exterior door handles, door locks, faucets, toilets, restrooms, bed headboards / foot boards, light switches, TV remote

³ Healthy Building Ordinance, Section 4(a).

⁴ Healthy Building Ordinance, Section 4(g).

⁵ Healthy Building Ordinance, Section 4(d).

⁶ Healthy Building Ordinance, Section 4(d)(1).

controls, telephones, keyboards, and touch screens. Porous surfaces (e.g., carpets, rugs, and drapes) must also be disinfected. Employees should don the appropriate PPE prior to entering the room (see Section 5).⁷

Guest Rooms – Room Reset

When guests check-out, industry-leading cleaning and disinfecting protocols are used to clean guest rooms. Particular attention should be paid to high-contact 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. Room reset cleaning will also meet cleaning criteria under “Guest Rooms – Daily Cleaning.”⁸

The following procedure is recommended:

1. Remove all linens and towels, whether used or not (see “Laundry” below)
2. Conduct a gross cleaning of elevated horizontal surfaces using typical cleaner & clean rag.
3. HEPA-vacuum the floors.
4. Install new linens and towels.
5. Ensure horizontal surface(s) are dry.
6. Apply disinfectant to all non-porous surfaces.
7. Allow for appropriate dwell time.

Per CDPH guidance, it is recommended that rooms be left vacant for 72 hours after a guest has departed. This duration is recommended based on limited data available for the virus’ viability on fabric and porous materials within the room that can’t be disinfected.

Laundry

All bed linen and laundry should be washed at a high temperature and in accordance with CDC guidelines. Dirty linens should be bagged and sealed in the guest room to eliminate excess contact while being transported to the laundry facility. During a Room Reset, all linens and towels will be removed whether they were used or not. Linens should not be changed for stay-over guests.

Back of the House

The frequency of cleaning and disinfecting should also increase in high-traffic back of house areas with an emphasis on the employee dining and break rooms, employee

⁷ Healthy Building Ordinance, Section 4(e)(1) & (2).

⁸ Healthy Building Ordinance, Section 4(e)(5).

entrances, uniform control rooms, employee restrooms, loading docks, offices, and kitchen. High-contact surfaces in these areas should be disinfected after each use.

Shared Equipment

Shared tools and equipment should be disinfected before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers / keyboards, touch screens, printers, other communication devices, payment terminals, kitchen implements, engineering tools, safety buttons, cleaning equipment, keys, time clocks, light switch, and all other direct contact items used throughout the hotel. The use of shared food and beverage equipment in back of the house office pantries (including shared coffee brewers, microwaves, and water dispensers) should be discontinued.⁹

Room Recovery Protocol

In the event of a presumptive case of COVID-19 the guest's room will be removed from service and quarantined. The guest room may not be returned to service until it has been cleared per the Room Reset protocol and left isolated until San Francisco Department of Public Health has deemed the room safe for re-occupancy.

Air Filter and HVAC Cleaning

The frequency of air filter replacement and HVAC system cleaning should be increased and fresh air exchange maximized. Maintenance personnel should document the revised protocols being implemented that can be tolerated by the facility's HVAC system(s).

Elevators

All surfaces, internal and external, of elevators will be cleaned and disinfected multiple times per day. These surfaces include without limitation elevator buttons / controls, walls, floors, and handrails.¹⁰

Stairways, Stairwells & Escalators

All surfaces on stairways, stairwells, and escalators, including without limitation handrails.¹¹

Restrooms

All surfaces, fixtures, and facilities in public and non-public restrooms, including without limitation sinks, faucets, mirrors, soap dispensers, dryers, paper towel dispensers,

⁹ Healthy Building Ordinance, Section 4(d)(6).

¹⁰ Healthy Building Ordinance, Section 4(d)(2).

¹¹ Healthy Building Ordinance, Section 4(d)(3).

toilets, doors, walls and floors of bathroom stalls, toilet paper dispensers, door handles, walls, and floors. Hand sanitizer or soap shall be available in all public restrooms.¹²

Meeting Rooms

All surfaces in meeting rooms and convention spaces including without limitation table tops, chairs, dry erase boards, markers, staplers, tape dispensers, remote controls, table projector, charging ports, podiums, microphones, and other equipment used for transmitting information to attendees. Regular cleaning and disinfecting shall occur, among other times, during meeting breaks.¹³

Doors

Doors and door handles at all exterior entrances, and door handles at interior entrances accessed by multiple employees and guests shall be cleaned and disinfected.

Operators must also have dedicated personnel responsible for cleaning exterior doors regularly. Further, Operators must assign a gloved employee to open any exterior door that cannot open automatically or be propped open.¹⁴

Shipping & Receiving Areas

All shipping and receiving areas, including without limitation waste management areas and loading docks.¹⁵

¹² Healthy Building Ordinance, Section 4(d)(4).

¹³ Healthy Building Ordinance, Section 4(d)(5).

¹⁴ Healthy Building Ordinance, Section 4(d)(8).

¹⁵ Healthy Building Ordinance, Section 4(d)(9).

5. Distribution of Personal Protection Equipment (PPE)

As mentioned previously, hotel workers are considered to be in the Medium Exposure Risk category due to the possibility of coming into contact with person(s) who may be infected. However, not all tasks associated with hotel operations carry the same level of exposure risk. Thus, PPE may be necessary to provide additional protection to employees performing certain roles and/or tasks. Following is a summary of recommended PPE for employees of different roles performing different tasks, based on a COVID-19 exposure risk assessment.

Role	Task	Risk Level	Recommended PPE						
			N-95 / Respirator	Filtering Mask	Face Covering	Eye Protection	Face Shield	Gloves	Booties
Housekeeping	Daily Room Cleaning	High	X			X	X	X	X
Housekeeping	Room Reset	High	X			X	X	X	X
TBD	Employee Screening	Moderate			X	X	X	X	
Housekeeping	High-Contact Surfaces	Moderate			X	X	X	X	
Bell Services	Assisting Guests	Moderate		X		X		X	
Valet <i>(currently suspended)</i>	Assisting Guests	Moderate		X		X		X	
Food / Beverage <i>(currently suspended)</i>	Guest Services	Moderate		X		X		X	
Front Desk Hosts	Guest Services	Low		X					
Maintenance	Repairs / Service	Low		X		X		X	
Managers	Administrative	Very Low			X				
Engineering	Administrative	Very Low			X				

X = requires implementation of Respiratory Protection Program, per Cal/OSHA, and all subsequent components (i.e., medical evaluation, training, & fit-testing).

When masks and other PPE may be required, the employer is recommended to prepare a simple Job Safety Analysis (JSA) to list the hazards and the PPE (gloves, masks, etc., as needed), and the person who drafts the JSA should sign and date it. Employees

performing work under the JSA should be trained on the content and how to properly use the required PPE.

Gloves should be provided to employees whose responsibilities require them. If an employee is using household cleaners with more frequency than an employee would use at home, they should be trained on the hazards of the chemicals used. In addition, the employer must maintain a written program in accordance with Cal/OSHA's Hazard Communication standard. The employer should download the manufacturer's Safety Data Sheet (SDS) and share with employees as needed and include the cleaner(s) in the chemical inventory as part of the Hazard Communication Program (which almost all employers maintain).

Gowns or additional PPE might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash. Should these additional PPE be necessary, follow the manufacturer's instructions or other protective measures recommended on the product labeling.

PPE for Guests/Visitors

Masks should be made available for all guests and visitors. It is recommended that these be kept at front desk, housekeeping, or other easily accessible locations. Disposable gloves should be made available upon request.

6. Physical Distancing

Per existing guidance, the key prevention strategy entails maintaining sufficient distance between persons to prevent potential contact with respiratory droplets. This is typically achieved through physical distancing, or maintaining a minimum of 6 feet between individuals. This Section offers guidance on how physical distancing should be implemented.

Physical Distancing – Employees

Employees should be trained to maintain a minimum of 6 feet between them and other employees. However, there are tasks where maintaining such a distance will not be possible. This may include heavy lifts or other tasks requiring assistance from another employee. When such tasks are to be completed, they should be done as quickly as possible; limiting the amount of time within 6 feet. Other physical distancing considerations for employees include:

- Physical distancing should be practiced in locker room
- Locker room floors should be clearly marked with available and unavailable spaces to be used for dressing
- Managers should monitor the number of employees allowed in locker rooms; staggering shift start times as needed.
- Remove every other chair in break areas and lunchrooms
- Add partitions to tables where employees congregate during breaks
- Require employees to walk in designated one-way lanes in hallways and corridors to avoid “head-on” pedestrian traffic

Physical Distancing – Guests

Guests should 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. Restaurant tables and other physical layouts will be arranged to ensure appropriate distancing. 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.

Queuing

Any area where guests or employees’ queue or gather should be clearly marked for appropriate physical distancing. This includes check-in, check-out, elevator lobbies, restaurants. Floor markers should be in place to provide guidance.

Hotel Front Desk

Hosts should utilize alternating (i.e., every other) workstation to provide separation between employees, whenever possible.

Restaurants and Bars

Restaurants and bars should reduce seating capacities to allow for a minimum of six feet between each seated group/party of guests. Plexiglass shields should be in place at the register and host stand to provide a barrier between the employee and the guests. Self-serve buffet style food service should be suspended and replaced by alternative service styles.

Meeting and Event Spaces

Meeting and banquet set-up arrangements should allow for physical distancing between guests in all meetings and events based on CDC recommendations (see Section 15).

Pools

Pool seating should be configured to allow for at least six feet of separation between groups of guests.

Back of the House

Physical distancing protocols should be used at time clocks, employee dining and break rooms, locker rooms, shared office spaces, and other high-density areas in order to ensure appropriate distancing between employees.

7. Uniform Control

Cleaning & Disinfecting Protocol

Any employee-issued uniform should be laundered in accordance with CDC guidelines and/or laundry vendor's COVID-19 protocols.

8. Hotel Operations

Guest Services

Guest Considerations

- Business center and guest computer stations will be removed.
- Discontinue print magazine and newspaper services throughout the property. Some hotels may offer guests the Press Reader application.
- All packages will be placed in sealed single-use plastic bags.
- Guest packages delivered to the rooms will be placed outside the guest room, the delivery person will knock and then wait six feet away to ensure the package is retrieved.

Bell Services & Transportation

Cleaning & Disinfecting Protocol (see also Section 4)

- Disinfect high touch front services spaces and equipment including, luggage storerooms, bell carts, and drop-off/pick-up waiting areas.
- Entry doors disinfected every hour.
- Bell carts and related equipment to be disinfected after each use.
- Bell cart carpets to be covered with a cleanable, non-porous or disposable surface.

Physical Distancing Protocol

- Guest laundry and dry-cleaning services will be suspended.
- Guest amenity deliveries will be consistent with In Room Dining (IRD) protocols and delivered with contactless procedures whenever possible.

Guest Considerations

- Valet parking suspended.
- Self-service ice machines to be suspended and signage posted indicating ice is available through the Front Desk or Room Service. Alternatively, if this is not practical single use tissues or hand wipes should be placed adjacent to the ice machine to be used with each use.

Pool Operations

Cleaning & Disinfecting Protocol

- Chaise lounge chairs to be disinfected after each use.

- Towel desk, entry kiosks and all other desks and counters to be disinfected at least once per hour.

Physical Distancing Protocol

- Chaise lounge chairs set with appropriate physical distancing.

Public Area

Cleaning & Disinfecting Protocol

- Employees to disinfect the following areas at least once per hour
 - Guest elevators
 - Employee dining tables and counters
 - Hotel entry doors
 - Employee smoking areas
 - Exterior benches
 - Trash bins
- All Front of House (FOH) restrooms to be disinfected at least once per hour

Front Office

Cleaning & Disinfecting Protocol

- Disinfect all guest touchpoints after each transaction including EMV Credit Card Devices, pens, and registration countertops
- Room keys to be disinfected before stocking
- Offices, Front Desk and Concierge desks to be deep cleaned and disinfected upon a shift change

Physical Distancing Protocol

- Staff every other workstation
- Plexiglass shields placed to provide a barrier between the employee and the guests.
- Social Distancing Protocol signage at entrance and floor markers to indicate where to stand.

Guest Considerations

- No department specific requirements

9. Housekeeping

Cleaning & Disinfecting Protocol (see also Section 4)

- Carts, trolleys, and equipment to be disinfected at the start and end of each shift
- Maid carts should be covered when left in the hallway to prevent exposure by passing guests – even with just a sheet
- Guest linen will be delivered and removed from guest rooms in single use sealed bags
- Pillow protectors on guest beds are to be changed daily and upon departure
- All items stored on shelves in the Housekeeping locker rooms are placed in bags and not exposed to the open air when not in use
- Back of house restrooms will be disinfected at least once every four hours
- House phones, in unsupervised/controlled areas, to be removed

Physical Distancing Protocol

- Minimize contact with guests while cleaning hotel rooms; guest room attendants will offer to return at an alternate time for occupied rooms

Guest Considerations

- All reusable collateral to be removed from rooms; critical information to be placed on single use collateral and disposed and changed after each guest
- Laminated collateral that may be disinfected can remain
- Note pads, pens, laundry bags, dry cleaning slips, etc. to be removed from rooms and available upon request
- Newspapers and magazines to be removed from rooms
- Extra pillows and blankets stored in the guest room closets will be removed and available upon guest request
- All guest amenities to be packaged before being placed in room
- Guest linens to be changed only upon check-out.
- Specific disinfection consideration will be paid to the following guest room areas:
 - Desks, counter tops, tables, and chairs
 - Phones and remotes (After cleaning remotes are to be put into remote bag)
 - Thermostats
 - Cabinetry, pulls and hardware
 - Doors and doorknobs
 - Bathroom vanities and accessories
 - Bathroom fixtures and hardware
 - Windows, mirrors, and frames
 - Lights and lighting controls
 - Closets, hangers, and other amenities

10. Spa & Fitness Center

Spa

Pending guidance from local authorities and medical experts.

Fitness Center

Pending guidance from local authorities and medical experts. Alternative wellness options to be provided to guests as they are developed including in-room and outdoor wellness programming.

11. Food & Beverage

Restaurants, Bars & Lounges

Cleaning & Disinfecting Protocol (see also Section 4)

- Host Podiums including all associated equipment to be disinfected at least once per hour
- Service stations, service carts, beverage stations, counters, handrails, and trays to be disinfected at least once per hour and logged by a manager
- POS terminals to be assigned to a single server where possible and disinfected between each user and before / after each shift. If multiple servers are assigned to a POS terminal, servers will use hand sanitizer after each use
- Dining tables, bar tops, stools, and chairs to be disinfected after each use
- Condiments to be served in single use containers (either disposable or disinfected after each use)
- Check presenters, votives, pens and all other reusable guest contact items to be either disinfected after each use or single use
- Menus to be single use and/or disposable
- Existing porous placemats to be replaced with linen, single use disposable or non-porous placemats that can be machine washed / disinfected after each use
- Disinfect trays (all types) and tray stands after each use
- Storage containers to be disinfected before and after each use
- Food preparation stations to be disinfected at least once per hour
- Kitchens to be deep cleaned and disinfected at least once per day
- Food and beverage items being prepared to be transferred to other employees using contactless methods (leaving on expediting tables, conveyors, etc.)
- High temperature dish machines to be used for all guest use equipment

Physical Distancing Protocol

- Hostesses and managers to manage physical distancing at entries, waiting areas and queues (in addition to signage)
- Plexi glass shield should be installed at Host Stand
- Peak period queuing procedures to be implemented when guests are not able to be immediately seated
- Tables and booths to be utilized with appropriate physical distancing between each family or traveling party (six feet or as otherwise advised by local authorities)
- Reduce bar stool count to provide appropriate physical distancing

Guest Considerations

- All self-serve condiments and utensils to be removed and available from cashiers or servers
- All straws to be wrapped. Reusable stainless-steel straws could be used and washed at high temperatures
- Tableside cooking to be suspended until further notice
- Remove self-serve items, available from servers only
- Bar snacks will be served per individual guest and not shared by the table
- All food and beverage items to be placed on the table, counter, or other surface instead of being handed directly to a guest

Additional Employee Dining Room Protocols

- No self-serve food available (including snacks)

In Room Dining (IRD)

Cleaning & Disinfecting Protocol (see also Section 4)

- All equipment will be disinfected prior to assigning for the shift
- Employees assigned to individual stations (including Sales Agents) will disinfect their stations / equipment at least once per hour and at each change of shift
- Bus Runners will disinfect all doors, handles and high contact surfaces at least once per hour

Physical Distancing Protocol

- Set food on tables in hallway and notify guest when the table is outside of the guest's room (plate covers remain) – guests will retrieve their own table
- Request that guests notify IRD when finished with their meal and place their trolley in the hallway outside of their room

Guest Considerations

- Printed IRD menus to be removed from rooms unless laminated and able to be disinfected
 - Explore menu delivery options: QR Code in room to access a PDF version, scrolling on an in-house tv channel, etc.
- Items from honor bars to be removed and service suspended until further notice

Catering & Banquets

Cleaning & Disinfecting Protocol (see also Section 4)

- All shared equipment and meeting amenities to be disinfected before and after each use, or be single use if not able to be disinfected
- All linen, including underlays, to be replaced after each use
- Clean and soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms
- High touch surfaces such as door handles in and around meeting spaces must be disinfected on a regular basis. Where possible doors should remain open

Physical Distancing Protocol

- All buffet and self-serve style events to be suspended until further notice
- All food and beverage items to be individually plated and served
- Coffee and other break items to be attended and served by a server
- Flatware to be provided as a roll-up
- Condiments to be served in individual PCs or disinfected individual containers
- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows local, state and CDC guidelines

Guest Considerations

- Individual bottled water will be provided in lieu of water carafes on meeting tables and water stations
- Develop examples of physically distanced floor plans for Hotel Sales & Convention Services use
- Create modified menus to showcase styles of service and items currently available

12. Sales

Hotel Sales & Convention Services

Cleaning & Disinfecting Protocol

- Disinfect conference room doors, tables, chairs light switch and other equipment after each group use
- Meeting Concierge and Specialty Desk will disinfect their respective work areas, counters, doors, and equipment at least once every four hours and upon a shift change

Physical Distancing Protocol

- Seating capacities and floor plans to be reviewed on an event by event basis to ensure appropriate physical distancing that follows local, state and CDC guidelines (in coordination with Catering & Banquets)
- Site inspections and meetings will be done virtually and/or appropriately physically distanced

Guest Considerations

- Provide example of physically distanced floor plans (in coordination with Catering & Banquets)
- Post signage outside of meeting and events reminding guests of appropriate physical distancing guidelines

13. Entertainment

Nightclubs

Pending guidance from local authorities and medical experts.

14. Entry Screening & Case Reporting Protocols: Employees*

Employees should be screened upon arrival to the hotel and prior to beginning their work shift. All Entry Screenings should be done by a qualified person wearing appropriate PPE (see Section 5) including a face covering, face shield and eye protection. The Entry Screening process is as follows:

If the hotel is covered by the California Consumer Privacy Act (CCPA), then the employer must provide employees a CCPA-compliant notice prior to or at the same time as the hotel's collection of information about employees' temperatures.

1. Initial Entry Screening:

- a. The employee should be wearing a face covering and should be provided one if needed.
- b. A Touchless Infrared Thermometer or forehead temperature monitor should be used to measure the temperature of all employees entering the property.
- c. Any person displaying a cough, shortness of breath or other known symptoms of COVID-19 AND/OR a temperature above 100.4°F should be discreetly provided a secondary screening (see below).
- d. If the employee refuses the secondary reading, they should be denied entry and their supervisor notified.
- e. It is recommended that Initial Entry Screening be recorded in such a manner that no PII or medical information is recorded. Thus, only the employee's name, time, and checkmark indicating their temperature was below 100.4 should be documented. Anything more than this would be considered employee medical information and must be kept confidential.

2. Secondary Screening

- a. An employee displaying an elevated temperature will be escorted to a designated, private, and isolated area.
- b. A Manager should record a second temperature and make observations for the known symptoms of COVID-19 including cough, fever, and shortness of breath.
- c. If the secondary reading confirms that the person has a temperature above 100.4°F, or there are other known symptoms they should be denied entry to the property and be directed to seek medical care.
- d. If the secondary reading shows a temp below 100.4°F and there are no other known symptoms the employee should be allowed to enter.

3. Internal Reporting and Processes

- a. All employees must be paid for their time spent in the temperature screening process by adding 5 minutes of time to each employee's daily time record, assuming this is an accurate assessment of the time spent in the screening process. Alternatively, employees should clock in prior to the screening queue to ensure all time is captured.

* As noted above, employees may need to receive a compliant CCPA notice.

* Unless legally required, employers should not collect or distribute medical information of employees when temperature screening. Instead, employers should use a real-time thermometer that does not and immediately inform employees if their temperature is above 100.0°F in a private setting.

* To protect the individual who is taking the temperature, employers must first conduct an evaluation of reasonably anticipated safety and health hazards and assess the risk to which the individual may be exposed. The safest thing to do would be to assume the testers are going to be exposed potentially to someone who is infected who may cough or sneeze during their interaction. Based on that anticipated exposure, employers must then determine what mitigation efforts can be taken to protect the employee by eliminating or minimizing the hazard, including PPE. Different types of devices can take temperature without exposure to bodily fluids. Further, the tester could have a face shield in case someone sneezes or coughs. Further information can be found at OSHA's website, which provides additional guidance, including recommendations on gowns, gloves, approved respirators, and eye/face protection.

15. Self-Contained Meetings & Events Protocols

MEETING LOGISTICS

Public Space Cleaning Protocols

- Clean and disinfect public restrooms (toilets, partitions, counters, faucets, dispensers, handles) based on volume of use with the recommended disinfectants.
- Ensure spacing and cleanliness protocols for all public restrooms.
- Provide signage/decals for guests to ensure capacity and distancing protocols are followed.
- Utilize touchless facets (where available).
- Increase frequency of cleaning and disinfecting in all public spaces to a minimum of hourly and as needed based upon guest use with an emphasis on frequent contact surfaces.
- Clean each area a minimum of once per hour or after heavy guest use. Disinfect high-touch areas (handles, doors, etc.) on an ongoing basis.
- Replace closed top trash bins with open top.
- Increase use of pre-arrival messaging, digital signage, pre-arrival messaging and other communication tools to share cleanliness protocols for hotel.
- Create scripting for employees to utilize on protocols for attendees and guests.

Pre-Planning

- Communicate all local/state requirements for social distancing and room occupancy to social event guests. Non-compliance to any jurisdiction regulation should be immediately addressed and could result in termination of event.
- Educate and communicate with group leaders and attendees (via signage or other means) on cleanliness processes complete and ongoing and execution protocols for events. Ensure staff is available to support guests in complying during event.
- Follow public space protocols for frequency, process, and methods of cleaning for all meeting space areas. Heavy focus on high-touch items and ongoing cleaning presence throughout spaces (pre-function, in-room, breakout, restrooms, etc.) for attendees and employees.
- Follow all local, state, or other guidance on social distancing, room occupancy, and spacing for all meeting attendees for both set up and ongoing execution of event. Utilize floor markings, signage, and furniture placement to ensure compliance. Includes all business or social events (weddings, religious celebrations, etc.)

Arrival & Meeting Registration

- All arriving attendees should be pre-informed about social distancing guidelines for a particular hotel.
- All attendees must be registered for the meeting to allow for post event tracking, if needed.
- Promote contactless arrival in pre-arrival communications.
- Tables should be spaced out per local social distancing requirements.
- Registration table should have 1 chair only if required.
- Limit timing for registration.
- Plexi-glass barriers at registration tables.
- Signage with social distancing and distance markers must be in place.
- Masks and hand sanitizers should be made available.

Service Staff

- Employees setting up and refreshing meeting and event space must wear gloves, masks and also follow employee hygiene protocols.
- Where possible, prop doors open and reduce frequent touch interactions.
- Adjust protocols for cleaning and spacing of guests for meeting space restrooms. Clean a minimum of once per hour and following heavy break use. Help attendees adhere to distancing protocols for restroom occupancy.

Meeting Room Set-Up

- Where possible entrance door and exit doors will be designated to allow for appropriate physical distancing.
- Doors to be propped open, when possible, to reduce touch points for attendees entering and exiting.
- Meeting capacities must be reduced to align with social distancing guidelines and discussions with group customers.
- Extra distance 3-6 feet will be placed between tables at all times by conference attendees inside the meeting room.
- Ensure to follow local regulations. See appendix for set up examples.
 - 60" inch round table – 4 guests
 - 72" inch round table – 6 guests
 - 6' foot schoolroom table – 1 guest
 - 8' foot schoolroom table – 2 guests
 - Theater style: minimum 3-6 feet between chairs
- No "communal" stations (water, charging, snacks, office supplies, etc.)
- Eliminate all promotional items to be shared by sponsors and presenters

- Disinfect all shared equipment and meeting amenities before and after each use or be single use if not able to be disinfected.
- Discontinue use of all table décor.
- Each seat placement should have a one-page note card, an individual bottle of water.
- Pens and writing pads available upon request.
- Disinfect pens before and after each meeting; Consider individually packaged pens and writing pads.
- Disinfect tables & chairs prior to each set up.
- Recommend not using linens where possible.
- Replace all linen after each use.
- Set up in meeting rooms hand sanitizing stations that are easily accessible to attendees.
- Small meetings have hand sanitizing kits available on the table or individually packed hand sanitizing kits.
- Masks are available upon request for meeting guests.

Signage

- Use digital signage (lobby, meeting spaces) to show social distancing guidelines.
- Ensure there is proper signage in meeting and pre-function spaces communicating social distancing and PPE guidelines.
- Provide clear marking for social distancing at during all coffee breaks, meals, bars, and registration areas.

Audio Visual

- Disinfect all equipment before, during breaks and after each event using proper cleaning protocols.
- Provide interchangeable microphone covers to be replaced during the meeting/event.

Work with Meeting Planner to insert a slide in presentations reminding participants about physical distancing and PPE guidelines during the event.

Event Conclusion

- Plan event tear down in a way that maximizes space for meeting planners/vendors – adhering a social distance of 6 feet when possible.
- During tear down, employees and 3rd party vendors must wear appropriate PPE and follow hygiene protocols.

- Dispose of any remaining unpackaged food & beverage items.
- Shared equipment and meeting amenities to be disinfected before and after each use or be single use if not able to be disinfected.
- All linen to be replaced after each use.
- Soiled linens to be transported in sealed single use plastic bags into and out of the meeting rooms.

FOOD & BEVERAGE

Food Service

- Limit food and beverage offerings to items purchased from previously approved vendors with well-documented food safety and hygiene protocol PLATED EVENTS.
- Guide Planners to the preferred plated service.
- Employees participating in plate-up and service must adhere to all required PPE guidelines.
- All plating equipment, including hot plates, cold plates, and belts should be washed and disinfected before and after use. They should remain covered and protected from contamination until ready for use.
- No pre-setting food on tables.
- Plated items to remain covered until guest service.

Coffee Breaks

- No shared coffee breaks.
- Place coffee breaks in inside the meeting room maintaining a safe distance of more than 6 feet between stations (when possible).
- Multiple coffee/tea stations to be set up to avoid queuing (1 for every 25 guests).
- Coffee and other break items to be served by an attendant, with individually wrapped condiments available.
- Beverages should be served to the guest (self-service is discouraged).
- Provide rolled or disposable flatware.

Buffets *(Discouraged at this time)*

- Buffets should follow a phased approach – should be avoided until social distancing requirements have been eased.
- Extra distance 3-6 feet will be placed between buffet tables.
- Sneeze guards must be in use.
- Hand sanitizing stations placed at the front of the buffet line.

- Buffet attendants must wear masks and appropriate PPE.
- Increase the number of action stations with associates wearing PPE behind sneeze guards.
- Buffets to include a reduced/limited number of menu items and could include:
 - Individually packaged items, such as pastries, yogurts, bottled juice.
 - Stations where culinary staff plate individual portions ready for guests to pick up.
 - Individual portioned and plated items.
- Buffets and equipment must be disinfected before, during and after service, to include carts, hot boxes and any other items used for transport.

Water Stations

- Single service water – consider glass or cardboard containers when possible as an environmentally friendly alternative to plastic.
- Eliminate the use of fountains or self-serve options.
- Utilize glassware that is cleaned, dried, and kept covered with a lid.

Bar Service

- Consider smaller satellite multiple bars with appropriate social distancing.
- All bars must have a bartender – No self-serve options; Hosted bars should be encouraged to eliminate the need for cash transactions where possible.
- Bars should be set with employee hand sanitizing station (all bartenders trained how to use hand sanitizer properly), gloves available, trash receptacle behind bar, ample dry paper towels to accompany anti-bacterial gel.
- Where bars are equipped with sinks, employees should wash their hands after each prepared beverage.
- Line from bar to form 3-6 feet away from the front of the bar. Place bars at distances in accordance with CDC guidelines.
- Provide packaged sustainable straws and stir sticks as needed.
- Social distancing signage reminders and line designations to be at all bars.
- No monetary transactions, no tip jar (unless required as per collective bargaining agreement).
- Prepared drinks should be placed on a separate surface from the bar and guests will pick up from there. Surface to be cleaned immediately.
- No pre-sliced bar fruit/garnishes used.
- Dispose of any remaining unpackaged food & beverage items upon event conclusion.

Appendix:

