



## Hotels Overview

According to [Pennsylvania's Phased Reopening Plan](#) and the [Pennsylvania Restaurant & Lodging Association](#):

- In the “Red,” “Yellow,” and “Green” phases, hotels will be permitted to operate as they are considered to be “life-sustaining” businesses in Pennsylvania.
- Operating hotels must follow state and CDC guidance for social distancing and cleaning.

The following guidelines from the Center for Disease Control (CDC) and [Pennsylvania Association of Bed and Breakfast Inns \(PABBI\)](#) will permit hotels and other lodging to operate safely. Additional information can be accessed at the [Pennsylvania Restaurant & Lodging Association](#) website.

CDC information sourced from guidelines on: [Travel-Associated Exposures](#), [Administrators of Shared Housing](#), [Residents of Shared Housing](#), [Cleaning and Disinfection for Community Facilities](#).

*These materials and any related updates are provided and intended for general public informational purposes and guidance. While intended to be timely and accurate, please note that federal and state regulations and directives are changing often. To that extent, please continue to monitor this site for any significant modifications and developments.*

## Employer Tips and Guidelines

- Consistently monitor employee wellness and do not let anyone symptomatic report to work. Revisit your leave or sick program to allow for this time off.
- Employees who monitor their temperature at home should update their supervisor if they have a temperature exceeding 100.4 degrees Fahrenheit and stay home.
- Assure that all appropriate staff understand safe food handling.
- All indoor and outdoor seating options will comply with the appropriate physical distancing guidelines.
- Hand sanitizer stations will be available for guests and staff throughout the property.
- All tables and hard surfaces will be cleaned and sanitized after every use.
- Clean and sanitize all linens and hard surfaces in guest rooms after every guest.
- Place settings, utensils, menus, and condiments will either be single-use or will be cleaned and disinfected after every use.
- Designate a single employee per shift, ideally with a clearly identifiable uniform or badge for guests to recognize, to oversee safety and sanitation measures.
- Staff shall wear gloves and masks and other protective equipment in keeping with public health guidelines relating to COVID-19.
- Limit table capacity in accordance with recommended guidelines.

- Consider the use of physical barriers when appropriate.
- Tables should be moved apart, removed, or taken out of service. For tables that are unable to be moved, physically block off or otherwise clearly indicate that they are not to be used.
- Use signage to help customers comply with social distancing guidelines in common areas.
- Encourage contactless payment options like credit cards, and self-check-in.
- Temporarily close self-serve and other communal serving areas.
- Have each staff member complete a health survey (survey should be limited to COVID-19 symptoms and prepared in accordance with HR guidance) prior to their shift, asking questions about any COVID-19 symptoms, individual the staff member has been in contact with, and member's travel.
- Develop flexible sick leave policies. Require staff to stay home when sick. Use flexibility, when possible, to allow staff to stay home to care for sick family or household members or to care for children.
- Clean and disinfect shared areas (such as exercise room, laundry facilities, shared bathrooms, and elevators) more than once a day if possible.
- Identify services and activities (such as meal programs, religious services, and exercise rooms and programs) that might need to be limited or temporarily discontinued and consider alternative solutions.
- Encourage social distancing by asking staff and guests to stay at least 6 feet apart.
- Consider any special needs or accommodations for those who need to take extra precautions, such as older adults, people with disabilities, and people of any age who have serious underlying medical conditions.
- Limit staff entering guest rooms unless it is necessary.
- Use physical barriers, such as sneeze guards, or extra tables or chairs, to protect front desk/check-in staff who will have interactions with guests.
- Provide COVID-19 prevention supplies for staff and guests in common areas. Identify and address potential language, cultural, and disability barriers associated with communicating COVID-19 information. Communications may need to be framed or adapted so they are culturally appropriate for your audience and easy to understand.
- Arrange seating of chairs and tables to be least 6 feet (2 meters) apart in dining or other public areas such as the lobby.
- Minimize traffic in enclosed spaces, such as elevators and stairwells. Consider limiting the number of individuals in an elevator at one time and designating one-directional stairwells.
- Consider working with building maintenance staff to determine if the building ventilation system can be modified to increase ventilation rates or the percentage of outdoor air that circulates into the system.
- People who are sick and those who have higher risk of severe illness from COVID-19 should eat in their room, if possible.
- Do not share dishes, drinking glasses, cups, or eating utensils. Non-disposable food service items used should be handled with gloves and washed.
- Maintain access and adequate supplies to laundry facilities to help prevent spread of COVID-19.
- Consider closing exercise or activity rooms.
- Consider closing pools and hot tubs or limiting access to pools.
- Public bathrooms should be cleaned regularly and fully stocked.

- Provide information on how to wash hands properly. Hang signs in all guest rooms as well as public bathrooms.
- Guests should be instructed that sinks could be an infection source and should avoid placing toothbrushes directly on counter surfaces.

## How Employees Can Protect Themselves

- Practice social distancing.
- Watch for fever, cough, shortness of breath, and other symptoms of COVID-19.
- Self-monitor your temperature every morning. Employees who have a temperature exceeding 100.4 degrees Fahrenheit should stay home and notify their supervisor.
- The number of workers in a space should be restricted so that everyone can stay at least 6 feet apart from one another.
- Non-disposable food service items used should be handled with gloves and washed with dish soap and hot water or in a dishwasher.
- Avoid touching your eyes, nose, and mouth.
- Use gloves to avoid direct, bare hand contact with ready-to-eat foods.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash and wash hands after.

## If an Employee or Guest Tests Positive

- If the individual receives a positive test notification while at work, follow established Human Resources policy. If the individual receives a positive test notification while NOT at work, the individual should follow established Human Resources policy, stay home and self-isolate in accordance with Chester County Health Department guidance.
- Close off areas visited by the positive individual. Refer to the [CDC's general cleaning & disinfecting guidance](#) and [guidance in facilities where someone is sick](#).
- Determine who had contact with the positive individual during the time the individual had symptoms as well as 48 hours prior to symptoms. Notify employees who were in close contact with the confirmed individual while maintaining confidentiality as required by the Americans with Disabilities Act (ADA).
  - People who had close contact must self-quarantine for 14 days from the date of last contact with the positive individual.
  - "Close contact" is defined as having contact for more than 15 minutes, at a distance of 6 feet or less, with a positive individual.
- Individuals may discontinue home isolation and return to work under the following conditions:
  - At least 3 days (72 hours) have passed since your fever went away without the use of fever-reducing medication
  - AND improvement in respiratory symptoms (e.g., cough, shortness of breath)
  - AND At least 10 days have passed since symptoms first appeared.
- After returning to work, individuals should:
  - Wear a facemask at all times while at work until all symptoms are completely resolved or until 14 days after illness onset, whichever is longer.

- Be restricted from contact with individuals at a higher risk (e.g., older adults and people of any age who have serious underlying medical conditions might be at higher risk for severe illness).
- Adhere to hand hygiene, respiratory hygiene, and cough etiquette (e.g., cover nose and mouth when coughing or sneezing, dispose of tissues in waste receptacles).
- Self-monitor for symptoms. Seek immediate re-evaluation from occupational health/primary care provider and do not work if symptoms recur or worsen.
- The Chester County Health Department will be notified of all confirmed cases through established disease reporting protocols and will follow-up with the individual appropriately. Contact the Chester County Health Department at 610-344-6225.

### **Supporting Customers, Clients and Guests**

- If you have been exposed to COVID-19 recently or have symptoms of COVID-19, reschedule your stay.
- Social distance by staying at least 6 feet apart from others that you are not traveling with.
- Wear cloth face coverings in any shared spaces, not including your room.
- Be flexible about changing rules in common areas. There may be alternatives to activities, cancelled activities, or closed areas.
- If you see people in areas that are small, like stairwells and elevators, consider going one at a time.
- Practice effective hand hygiene including washing hands for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing. If soap and water are not readily available, then use an alcohol-based hand sanitizer
- When possible, maintain a distance of at least six feet from other individuals.