



CORONAVIRUS:

Response to suspected illness for lodging

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Developed by the Washington Hospitality Association

This document is intended to be used as guidance for members of the Washington Hospitality Association. The Washington Hospitality Association recommends that members intending to use and/or rely upon the information, description, and statements to also consult with your local health department and local public health official for additional guidance.

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1. Introduction

The purpose of this guidance is to outline considerations for hotels when there is suspected illness involving guests or colleagues with coronavirus.

This guidance should be read in conjunction with guidance and any other requirements imposed by local, state or national health authorities.

2. Guest who discloses that they are self-isolating for any reasons

The well-being of all colleagues and guests is of the utmost importance to us right now. Try to understand the situation from the viewpoint of your colleagues and guests.

Be sure to advise guests that:

- If they have any symptoms of illness, they should immediately seek medical help. They should also notify the hotel immediately so that cleaning protocols may be implemented right away.
- The guest/employee should stay in their room only and not visit any public spaces.
- Be sure the guest knows that the hotel will not provide cleaning or housekeeping services.
- Give the guest a way to contact you or a staff member immediately.
- Guests should be asked to contact the hotel staff identified in the prior bullet prior to checking out or departing from the hotel to provide an update on their condition.
- Any requests for service or assistance need to be made through the hotel operator. There should be no doorknob menus, order forms, laundry requests or other in-room collateral for the guests to touch.
- Except for authorized medical personnel, the guest should avoid any outside visitors coming in and out of the guest room.
- Room service should be at no extra charge and all items dropped off by staff should be left outside the door. When the guest grabs the food there should be nothing left in the hallway, everything must be taken in by the guest.
- If the fire alarm sounds, normal evacuation procedures should be followed, all guests would evacuate and meet where intended. Any infected/ill guests would be separated as soon as possible and preventative measures shall be taken.



Room service and housekeeping

- If the guest orders room service, it should be placed on a trolley outside the guest's door for the guest to retrieve. If there isn't an available trolley, hotel staff can put it on the floor for the guest to retrieve.
- Disposable plates and cutlery should be used for those guests. Nothing should go back to the kitchen. Everything needs to be disposable, other than the trays.
- Trays must stay in the room and be collected after the guest has departed. They should be deep-cleaned in a dishwasher above 82°C (180°F) and thereafter cleaned with a sanitizer.
- The guest should not sign anything during their stay to avoid sharing items with staff.
- All staff members must use disposable gloves when coming into contact with any items the guest may have touched, like housekeeping and waste removal.
- Provide extra room amenities (e.g., shampoo, conditioner, soap, tea, coffee, etc.) to limit the amount of staff exposure.
- Staff should leave fresh linens and additional amenities outside the guest's door. There should be scheduled pick up times for guests to drop linen in biohazard bags in the hallway.
- Large waste bags should be provided and be kept inside the hotel room until the guest departs or until there is a dedicated pick-up time. The same goes for laundry. If a person ends up potentially needing to isolate for 14 days, this may become more important. This is something the staff contact person should consider when discussing the guest's stay and timeline.
- Hotels cannot hold people against their will. If a guest wants to depart, the hotel should contact the local health authority for further instruction.
- When the guest leaves, be sure the room is locked so that no one can access the room without a manager.
- If hotel leadership is considering using a third-party cleaner, contact your regional risk management team for further guidance. For routine room cleaning, a lead, supervisor or manager should complete the initial cleaning of the room upon the guest's departure.
- Disposable gloves should be used anytime staff comes into contact with a potentially ill guest or items that guest may have handled.
- Trash should not be placed with all other trash, but needs to be brought directly to the hotel's trash compactor.
- Any staff members cleaning the room should use personal protective equipment. Staff could be at risk of picking up the virus left on hand-contacted surfaces in the guest rooms or on linens and towels.
- Guest-accessible surfaces need to be sanitized using a chemical that is effective against respiratory viruses as well as bacteria. This includes:
 - Bedside tables
 - TV remote control
 - Taps
 - Flush handles
 - Grab bars
 - Door handles and locks – inside and out
 - Hairdryer handles
 - Mini bar handle, fridge surfaces and microwaves
 - Kettle handle



- Light switches and lamps
- Curtain handles, pull rods and blind drawstrings
- Heating/AC controls and unit exteriors
- Ice buckets
- Phones
- All eligible items should be removed and washed in a dishwasher with a sanitizing feature, not the room sink.
- Linens and bedding must be secluded in a bag before leaving the guest room to reduce any risk of transmission in the hotel. The bag should be marked and a best practice should be developed on how to safely handle the contaminated bag for your facility.
- Staff should protect themselves by using gloves and washing hands immediately after cleaning each room.
- Each staff member must know the risks and duties they will be performing.

Additional consideration for hotels

- Ensure that other guest services (e.g., maintenance) are directed not to enter these rooms without a manager's clearance.
- Should the hotel become aware that the guest is seriously ill, injured or their life is at risk, immediately call emergency services and give them as much information as you can regarding the guest and their connections to this virus.
- Laundry
 - Uniforms should be washed at temperatures above 60°C or a laundry sanitizing agent used if the fabrics can't be washed at such a temperature.
 - Uniforms must be put on at work once in the building to avoid other germs.
 - Await direction from the health authorities about when it may be appropriate for masks to be worn.
 - If masks are worn, care needs to be taken not to contaminate yourself when putting them on or when adjusting them. Wash hands before putting the mask on and when you take it off and replace it. Dispose of the mask safely. Do not adjust the mask unless absolutely necessary once cleaning has begun and gloved hands are potentially contaminated.
- Front desk must provide sanitizer for guests and staff to use.
- If valet services are available, develop separate best practices for your valet team.
- If a guest wants to check out but is still sick, what happens then?
 - Hotels can't hold people against their will. If a guest wants to check out, the hotel would need to contact the local health authority for the latest guidance and pass its messages to the guest. Always check at the time of the guest departing as the rules may change.

3. What to do if colleague becomes unwell and believes they have been exposed to coronavirus

Examples of situations where you will become aware:

- Self-diagnosis by a staff member
- Reports from other employees



- You have suspicions that an employee may have coronavirus because they are displaying one or more of the following symptoms:
 - Shortness of breath (breathless after moderate activity)
 - A fever
 - A cough
- Employees who show signs of coronavirus (fever, cough, or trouble breathing): Place them in a private room away from others. Ask them to wear a face mask. Notify your local health department right away. They will tell you what to do.” <https://www.doh.wa.gov/Coronavirus/Workplace>
- After the colleague has left the work station, chemically clean the entire room and any surfaces they may have touched or come in contact with.

4. Cleaning where there are suspected or confirmed cases of coronavirus

- The American Hotel and Lodging Association and ECOLAB provide detailed advice and guidance on:
 - Guest room decontamination
 - Cleaning and disinfecting areas of the hotel
 - Laundry and handling soiled linens
 - Universal precautions
 - Disinfectants
 - More information can be found at: https://www.ahla.com/sites/default/files/customer-cleaning-and-disinfecting-guidance-hospitality-03202020_0.pdf
- Many people could be sharing the phone, keyboard, mouse and a desk. These should be disinfected using a wipe that has anti-viral properties. Wipes should be left in multiple places around the hotel.

For additional information, the Washington State Department of Health has multiple guidance documents related to coronavirus response for all businesses, included one for Transient Accommodations.

See: <https://www.doh.wa.gov/Emergencies/NovelCoronavirusOutbreak2020COVID19/ResourcesandRecommendations>